

**Report of Findings
Manistee Residents' Views of the Quality
of Life and City Services**

A Study Prepared for the Manistee City Council

December, 1999

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ADDENDUM TO THE 1999 SURVEY OF MANISTEE RESIDENTS AND THEIR VIEWS OF THE QUALITY OF LIFE AND CITY SERVICES

At the request of the City Manager and Planning Director of Manistee, the Center for Applied Research and Rural Studies (CARRS) has provided this addendum that ties questions posed in 1999 with similar survey questions posed in previous surveys in 1988 and 1993.

It should be noted that the previous two surveys were conducted by mail as opposed to computer-assisted telephone interviewing, and the local method used previously to achieve a random sample differs from the technique used by CARRS (which acquired telephone numbers via a national sampling firm). Only similar questions posed in all three surveys will be described. In addition, some of the questions posed in the previous survey were re-worded or deleted in the 1999 survey, just as new questions were posed in the 1999 survey and the response categories in some questions were changed. In light of these important differences in methodology and question wording, no statistical significance should be inferred from differences between the 1999 survey and previous surveys. This report is merely provided as a description of the substantive responses during this 12 year period of time.

SATISFACTION WITH RESPONSE OF CITY UNITS

These 1999 responses to satisfaction with city government units are based upon those who have had contact with the city unit being evaluated. Such a screening question was not posed in the 1988 and 1993 surveys. Accordingly, the responses should not be compared statistically, as the 1999 respondents are a smaller, but more personally involved, segment of the population.

1. Adequacy of fire department response: In 1988, 72% agreed that the fire department responded satisfactorily while in 1993 that number was 51%. The 1999 survey found that of those who had contact with the fire department, almost 97% were satisfied or very satisfied.
2. Adequacy of police responsiveness: In 1988, 55% agreed that the police had responded to their satisfaction while in 1993 that number was 48%. Of those surveyed in 1999 who had contact with the police, 88% were satisfied with the responses.
3. Adequacy of city hall responsiveness: In 1988, 57% believed that the city hall to some extent responded to their satisfaction while in 1993 that number was 39%, with a large no opinion percentage of 28% and 44% respectively. [Presumably, the no opinion respondents are the ones who had no contact ... but we don't know this.] Of those surveyed in 1999 who had contact with the city hall, 80% were satisfied to some degree with the response.

4. Adequacy of Department of Public Works responsiveness: In 1988, 40% agreed that the city garage responded satisfactorily while in 1993 that number was 30%. The 1999 survey used the phrase "Department of Public Works" and found that among those who had contacted the department, 77% were satisfied with the response.
5. Adequacy of city council responsiveness: In 1988, 30% agreed that the city council was responsive to some extent, while 19% were satisfied in 1993, with a large no opinion segment of 48% and 64% respectively. Of those surveyed in 1999 who had contact with city hall, almost 61% of those who had contacted the city council were satisfied to some degree with the response. On the issue of how satisfied respondents are with City Council decisions in recent years, in 1993 nearly 25% were satisfied while the 1999 survey about 55% were satisfied.

As to the perception of whether the quality of city government services has declined in the past five years, in 1988 33% agreed that they had declined in 1993 36% also agreed they had declined. In the 1999 survey, 21% thought they had increased, 64% thought they had stayed the same, and 8% thought they had declined.

ECONOMIC DEVELOPMENT, TOURISM, AND CHANGE IN MANISTEE

Regarding the rate of change preferred by the city, the 1993 survey respondents preferred moderate growth (65%). In the 1999 survey, the question was limited to the next five years and the response to a moderate growth preference was 64%. The tourism issue was divided into three questions in the 1999 survey while two different questions on the importance (Question 14) and whether the city should encourage tourism (Question 50) so comparative statistics are not provided. The 1993 Question 19 (the city is not making progress in the area of economic development) and question 45 (it is not possible to effectively manage the growth and development of the city) are not directly comparable with the growth perceptions listed in Table 6 of the 1999 report. However, there is a pattern of satisfaction in each survey, with the 25% and 22% agreeing that the city is making progress in the area of economic development while in 1999 almost 49% believe the amount of growth in the past years is "about the right amount". Question 53 in the 1993 report asking whether more and different types of businesses should be permitted in the Industrial Park is not truly comparative to how much the city should promote development in the industrial park.

PERCEPTIONS OF MANISTEE AS A PLACE TO LIVE:

Comparisons of the 1988-1993 questions with the 1999 survey questions (and keeping in mind that no claim is being made as to the statistical significance of

these differences due to different sampling approaches, the following comparisons can be made:

Issue	1988	1993	1999(% agree)
Good community to live	no directly comparable question except #20: recommend to live		
Good community to retire	used #12 "not good to retire"		
Feel safe in community	64%	69%	85%
People are friendly and caring	89%	92%	93%
Traffic congestion	34%	25%	32%

QUALITY OF CITY SERVICES:

The 1999 respondents were asked to grade the quality of 13 city services, while the previous surveys asked the percentage of respondents who agreed with the statement that the city provides good service in that area. Accordingly, what is presented is a previous percentage of satisfaction versus a 1999 mean performance score based on a 4.0 grade point scale.

Service	1988 (% =agree)	1993 (%=agree)	1999(mean grade point)
Rescue Squad	81%	76%	3.68
Fire Protection	90%	83%	3.52
Garbage collection	86%	85%	3.39
Police protection	58%	61%	3.08
Maintain parks	67%	67%	3.01
Snow removal	83%	82%	3.00
Street sweeping	56%	49%	2.95
Traffic enforcement		57%	2.86
Bath House	41%	43%	2.60
Zoning enforce	49%	32%	2.50
Water/sewer	76%	69%	2.37
Development		33%	2.32
Street repair	56%	34%	2.17

The remaining questions not compared in this addendum were worded in such a way that a meaningful comparison was unlikely.

IMPROVING COMMUNITY LIFE

Recreational and Cultural Opportunities:

1. In Manistee adults have adequate recreational opportunities (1988 and 1993 in Figure 3). In 1988 46% agreed with this statement (on a 7 option scale) to

some degree while in 1993 about 37% agreed to some extent in 1993. In the 1999 survey, respondents were asked (on a four option scale) whether the opportunities were adequate and 63% agreed that they definitely or probably were adequate. [Thus, the 7-point agree/disagree scale will differ from the "smaller" 1999 agree/disagree or satisfaction scales.]

2. Regarding recreational opportunities for children under 12 (1988 and 1993 in Figure 15), noting the same wording and option scale differences and limitations with the 1999 survey in point 1, the relevant figures in terms of adequacy were: 1988=35% and 1993=38%. In 1999 this figure was 61%.
3. Regarding teenagers and the adequacy of their recreational opportunities (1988 and 1993 in Figure 47), noting the same wording and option scale differences and limitation with the 1999 survey in point 1, the relevant figures in terms of adequacy were: 1988=21% and 1993=30%. In 1999, the relevant figure was 30%.
4. Regarding the adequacy of cultural activities, the 1993 survey was more explicit as to defining cultural enrichment, in addition to the other limitations listed previously. With this in mind, in 1988 44% agreed that cultural activities were to some degree adequate while in 1993 that number was 48%. In the 1999 survey, that number was almost 88%.

MISCELLANEOUS

Regarding reliance on various sources of information about city issues, respondents to the previous 1993 mail survey relied upon the newspaper (55%), word of mouth (21%), and radio (11%), while telephone respondents [in 1999] listed Manistee News Advocate (42%), Word of mouth (38%) and cable television (22%) as the three top sources of information. [with radio a close fourth place].

BACKGROUND

In fall, 1999, representatives of the Manistee City Council contracted with the Center for Applied Research and Rural Studies (CARRS) of Central Michigan University to complete a telephone interview study of City of Manistee residents. The purpose of the study was to learn more about residents' views about various city services and about the quality of life in the community.

The Center for Applied Research and Rural Studies was created through a Michigan Research Excellence Fund grant in 1995. Its primary focus is addressing issues of concern to central and northern Michigan. The function of CARRS is to utilize the resources and academic expertise of Central Michigan University to assist governmental units, social agencies, and non-profit organizations in addressing social, economic, environmental, and community development concerns.

The survey instrument for this project is a revision of a questionnaire that was mailed to city residents in 1993. The questionnaire was updated to reflect current city concerns and was structured in a manner appropriate to telephone interviewing. The city manager and planning director of Manistee worked closely with CARRS's staff through the revision process. The complete text of the interview schedule is found in Appendix A.

INTERVIEWING AND THE SAMPLE

Interviews for this project were completed in the Computer-Assisted Telephone Interviewing (CATI) laboratory associated with CARRS. Interviewers were Central Michigan University students who have attended a general workshop on survey research

and telephone interviewing as well as focused training for this specific study. The study-specific interviewer training and the pretests of the interview schedule took place on Tuesday, November 2 and Sunday, November 7, 1999. Modifications to the interview schedule were made after each pretest session. Actual interviewing began, as scheduled, on Monday, November 8 and concluded on Tuesday, November 16.

The sample of telephone numbers for this study was purchased from Genesys Sampling Systems of Fort Washington, Pennsylvania, nationally recognized experts in the field of sampling for telephone interviewing. In the end, interviewers placed calls to 1,545 different telephone numbers that were chosen randomly from listed telephone numbers.

Interviewers began the interview by confirming that the respondent did live in the City of Manistee (rather than Filer or Manistee Township). In addition, interviewers worked to ensure that they were speaking with someone 18 years of age or older who was willing to complete the interview schedule.

Of the total calls made, 258 were to households that were not in the city of Manistee, were to telephones that were out of service, or were to non-residence phones. An additional 23 calls were made to households where the relevant individual was incapable of speaking on a telephone or was not available until after the end of the study period.

Computer modems were programmed to call each telephone number up to five times over a number of different days. For 460 telephone numbers, the final call resulted in the failure to "pick up" the phone (e.g., an answering machine), and for 71 numbers the final call resulted in a conversation either with a household member who told interviewers that the relevant household member was "not at home" or with a household member who was not willing to talk at the time calls were made.

Completed interviews were obtained from 403 residents of the City of Manistee. Some 330 household members who spoke with interviewers refused to take part in the study. Hence, the percentage of completed interviews out of the total number of calls made to eligible respondents who actually spoke to our interviewers was 55 percent.

The average interview lasted for slightly over 16 minutes. Five percent of interviews lasted for 10 minutes or less, while 14 percent continued for more than 20 minutes. CARRS gratefully acknowledges the cooperation and assistance of the residents who spent time on the telephone with our interviewers.

Readers should remember that all random samples have associated with them a margin of error. Given the population of the City of Manistee, a sample of 403 yields a margin of error of about plus or minus 5 percentage points, at the 95 percent confidence level. That is, a reader can be 95 percent confident that the population of City of Manistee residents falls within 5 percentage points of the sample statistics presented in this report. Consequently, small differences between subgroups in the sample or between the results from one question and another should be discounted.

THE FINDINGS

Data from the telephone interviews are summarized in eight sections.

- Demographic Characteristics of the Sample—including a discussion of whether the City of Manistee qualifies for HUD funding;
- Sources of Information about City Activities;
- Contact and Satisfaction with City Units;
- The Quality of City Services;

- Opinions about Economic Development and Change;
- Opinions about the Casino;
- General Opinions about Manistee as a Place to Live; and
- Suggestions for Improving Community Life

DEMOGRAPHIC CHARACTERISTICS OF THE SAMPLE

Respondents were asked a number of questions about their own background and about their history in Manistee. These questions appeared near the end of the interview because they are not necessarily engaging questions for respondents and because they may seem—to some respondents—to be private or personal questions. (Respondents were assured that their confidentiality would be maintained and that this information would be used—as here—for summary purposes only.) Table 1 provides a summary of the information gathered with these questions.

Table 1: Demographic Characteristics of the Sample

Location of Residence		
North Side		26.3%
South of Manistee River/West of US 31		50.6%
South of Manistee River/East of US 31		21.1%
Length of Time in Manistee		
0 – 5 years		11.7%
6 – 15 years		13.2%
16 – 25 years		14.9%
26 – 35 years		19.4%
36 – 50 years		22.9%
51 years or more		17.9%
	Mean	32.26 years
	Median	30 years
Home Ownership		
Own		81.1%
Rent		18.9%
Gender		
Male		44.0%
Female		56.0%
Year of Birth		
1909 – 1929		19.8%
1930 – 1949		29.8%
1950 – 1969		44.4%
1970 – 1981		6.0%
	Mean	1946 – 1947
	Median	1950
Frequency of Voting in City wide Elections		
Everytime		33.5%
Almost everytime		44.2%
Sometimes		14.1%
Never		7.9%
Don't Know		0.2%
Willing to volunteer		
Yes		33.7%
No		59.4%
Don't Know		7.0%

Respondents are found throughout the city with more than one fifth living south of the Manistee River and east of US-31; more than one quarter living on the north side of town; and about one half living south of the Manistee River and west of US-31. The average respondent is not a newcomer to the city. Only 12 percent of respondents have been Manistee residents for five years or less. The typical respondent has, in fact, lived in the city for slightly over 32 years, and 18 percent of respondents report have lived in the city for more than 50 years. The great majority of respondents (over 80 percent) are homeowners.

Over one half of the sample is female, which we would expect given that women comprise more than 50 percent of city's population (according to 1990 census data). The average respondent in the sample was born just after the end of World War II, with 21 percent born before 1930, 28 percent born between 1930 and 1949, 44 percent born between 1950 and 1969, and 6 percent born in or after 1970.

Respondents were also asked how often they have voted in the last decade in city-wide elections. About 34 percent of the sample report that they vote "every time," 44 percent report voting "almost every time," 14 percent report voting "sometimes," and only eight percent report never "voting."

Demographic data from the 1993 mail survey are comparable, although the question on voter likelihood was not asked.

The City of Manistee is especially interested in learning whether the city qualifies for federal funding through the Department of Housing and Urban Development. Such funding is available when a specified percentage of households falls below income thresholds determined by household size. Table 2 provides information on the size of our

respondents' households as well as the percentage of respondents reporting that their household falls below these size-adjusted income cut-offs.

Table 2: Household Size and Eligibility of the City of Manistee for HUD Funds

Household Size	Percent of Respondents	Income Cut-off	Percent Below Income Cut-off
1	27.5	\$22,050	55.6
2	32.3	\$25,200	24.6
3	13.9	\$28,350	20.0
4	16.4	\$31,500	27.0
5 or more ¹	9.8	\$34,050 - \$41,600 ²	18.4
Total			32.3³

We see that just about one third of households report incomes below the appropriate threshold amount. Single-person households are most likely to be "low income," given this definition and the data presented in the table.

SOURCES OF INFORMATION ABOUT CITY ACTIVITIES

Manistee residents were asked to indicate how much they rely on a variety of different sources of information about city activities. The response options were "a great

¹ Households with 5, 6, 7, and 8 or more members are grouped to maintain the confidentiality of respondents.

² Specific income cut-off is a function of household size.

³ 126 respondents fall below income cut-off for their household size group. 13 respondents chose not to answer the income question.

deal,” “some,” “not too much,” and “not at all.” Table 3 provides the percentage distributions for these questions for the sample.

**Table 3: Extent of Reliance on Various Sources of Information about City Issues:
Percentage Distributions**

	A Great Deal	Some	Not too Much	Not at All
Manistee News Advocate	41.9	35.5	8.4	14.1
Word of mouth	37.7	42.1	13.5	6.7
Cable television	22.3	33.3	19.9	24.6
Radio	17.4	34.3	20.4	27.9
Other information source	Yes 25.6		No 74.4	

“Other” Information Source Volunteered by Respondents¹

	Number	Percentage
Printed Materials	42	10.4
Contact with People Involved (including personal experience)	27	6.7
Cable Television ²	7	1.7
Web Site	4	1.0
Other	29	7.2

¹ Percentages are based on the sample size of 403. Only 103 respondents said that they relied on an information source other than those explicitly discussed in the interview.

² A small number of respondents volunteered this response although they had explicitly been asked the extent to which they rely on cable television as a source of information about city activities.

The information source relied upon most is the city newspaper (the Manistee News Advocate). Over 40 percent of respondents rely on this source of information “a great deal,” and only 14 percent rely on the paper “not at all.” “Word of mouth from friends and acquaintances” is also well used as an information source. Almost 40 percent report “a great deal” of reliance on this information vehicle and less than 10 percent use this source “not at all.”

Broadcast media—either cable television or radio—are less likely to be cited as information sources by respondents. In fact, slightly over one fifth of respondents report relying on cable television “a great deal,” and slightly under one fifth of the sample report such heavy reliance on radio. On the other hand, about one quarter of respondents report that they rely “not at all” on cable television, and comparable numbers place no reliance on radio as an information source.

About one quarter of respondents tell us that they rely on an “other” source for information about city activities. These respondents were asked to specify that other source. CARRS’s staff coded these open-ended responses into a set of discrete categories. The code categories, as well as the numbers and percentages of the sample in them are found in the lower panel of Table 3.

The most common response volunteered by members of the sample involved the use of printed material of some kind. Information sources such as “fliers,” the “city newsletter,” “direct mailing,” and the “Ludington paper” were included in this category. Other respondents mentioned that they use contact with the people involved to gain information about city activities. This contact includes their “personal experience,” as well as “contacts with city staff” or “city council meetings.”

In 1993 respondents said that their best source of information about city activities was the newspaper, followed by "word of mouth," radio," and "cable TV." In 1999 the newspaper and "world of mouth" are again found to be the top two sources of city information.

CONTACT AND SATISFACTION WITH CITY UNITS

A number of questions in the interview schedule asked respondents to indicate whether or not they had ever contacted a various city departments. If they answered affirmatively, they were then asked the degree to which they were satisfied with the response they received. For instance, respondents who said that they had contacted the fire department were asked: "How satisfied are you with the response you received from the Fire Department." Table 4 provides the percentage of respondents who have initiated contact with city government units and their level of satisfaction with their contacts. Included as well are the mean scores. The table is arranged so that the city units with highest satisfaction scores appear first. Note that "very satisfied" is coded "1" and "very dissatisfied" is coded "4" when the mean scores are computed. Hence, low mean scores mean high satisfaction. ("Don't know" responses are excluded in computing the mean scores.)

**Table 4: Contact and Degree of Satisfaction with Response from City Government Units:
Means and Percentage Distributions**

City Government Unit	Percent with Contact	Mean ¹	Very Satisfied	Satisfied	Dis-satisfied	Very Dis-satisfied	Don't Know
Fire Department	28.6	1.32	73.0	23.5	1.7	1.7	0.0
Police Department	63.8	1.69	44.1	44.1	6.3	3.9	1.6
City Hall	47.1	1.83	41.1	38.9	11.6	6.3	2.1
Department of Public Works	56.3	1.99	31.3	45.8	14.5	7.9	0.4
City Council	35.6	2.29	24.5	36.4	21.7	15.4	2.1
		Mean ²	Strongly Agree	Agree	Dis-agree	Strongly Disagree	Don't Know
I am satisfied with the decisions City Council has made in recent years		2.44	4.7	50.0	29.4	7.7	8.2

We see that over one half of the sample has contacted the police department and the Department of Public Works. Slightly fewer than 50 percent of the sample reports having initiated a contact with a staff member at City Hall. On the other hand, slightly over one third of respondents have had contact with a City Council member, and slightly over one quarter of the sample have had contact with the fire department.

¹ "Don't Know" and "refusal to answer the question" responses are excluded. "Very satisfied" is coded "1," "satisfied" is "2," "dissatisfied" is "3," and "very dissatisfied" is "4."

² "Don't Know" and "refusal to answer the question" responses are excluded. "Strongly Agree" is coded "1," "agree" is "2," "disagree" is "3," and "strongly disagree" is "4."

Degree of satisfaction with the unit contacted varies rather markedly. While relatively few people have contacted the fire department, individuals who have had contact are very pleased with the response they received. In fact, almost three-quarters of those with fire department contact report that they are "very satisfied" with the response and less than five percent report any level of dissatisfaction. Satisfaction with the police department—although lower—is also relatively high, with over two fifths of those with contact reporting the highest level of satisfaction and only about 10 percent reporting any level of dissatisfaction at all. (Many more respondents have, of course, had contact with the police rather than the fire department.)

The percentage of respondents reporting being "very satisfied" with contact with city staff members is comparable to the percentage reporting high satisfaction with the police. However, almost 20 percent of respondents who have contacted city staff report being "dissatisfied" or "very dissatisfied." The Department of Public Works—defined as the department responsible for "things like sewer, water, and street problems"—also comes in for some criticism. Over 20 percent of respondents who have had contact with this city unit report some level of dissatisfaction, while the percent "very satisfied" is slightly over 30 percent.

Dissatisfaction rates are highest with City Council members. Fifteen percent of respondents with contact with council members report being "very dissatisfied" with the response they received, and another 22 percent report being "dissatisfied." About one quarter of respondents report being "very satisfied" with the response they received from council members.

Later in the interview respondents were asked an additional question about the City Council. In particular, they were asked the extent to which they agreed with the statement "I am satisfied with the decisions that the City Council has made in recent years." Only five percent of the sample "strongly agree" with this statement, although 50 percent "agree." Over 35 percent of

respondent disagree with this statement to some degree, with another eight percent expressing no opinion on the issue.

In 1993, respondents to the mail survey were asked a series of questions of the form "When I have contacted City Hall, they have responded to my satisfaction."¹ The rank order of the "government responsiveness" means is the same in the two surveys. That is, the fire department receives the highest ratings, followed by the police department, City Hall, the Department of Public Works (defined as the "city garage" in 1993), and the city council. No effort was made in 1993 to distinguish between respondents who had initiated contact with the relevant government unit and those who had not, although a neutral/"no opinion" middle category was available.

THE QUALITY OF CITY SERVICES

The largest number of questions in the interview schedule asked respondents to rate the quality of the city services that they receive. This section of the interview was introduced as follows:

Now I am going to ask you to grade the quality of various services that city government provides. Please think of the grading system that the schools use—where A is excellent, B is good, C is adequate, D is fair, and E is poor.

Respondents were then asked, "How would you grade [each of 13 city services]?" Table 5 presents the mean grade as well as the percentage grade distribution for each of the services. The logical range of the mean scores runs from 0 ("E") to 4.00 ("A"). High scores, consequently, represent higher grades, and the table is arranged so that the services with highest grades appear

¹ Some of these statements were worded in the negative (e.g., "When I have contacted the City Garage, they have not responded to my satisfaction") to try to reduce response bias. Response options included a 7-point agree/disagree scale as well as "no opinion."

first, and the services with lowest grades appear last. Note that average grades are computed after removing the “don’t know” or “no opinion” responses from the analysis.

Table 5: Grading of the Quality of City Services: Means and Percentage Distributions

Service	Mean ¹	A	B	C	D	E	Don't Know
Rescue squad	3.68	60.5	20.1	2.5	0.2	0.2	16.4
Fire protection	3.52	53.1	30.8	4.0	0.7	0.5	10.9
Garbage collection	3.39	49.4	40.0	7.9	0.7	0.5	1.5
Police protection	3.08	34.6	39.6	16.7	3.5	1.2	4.5
Efforts to maintain parks	3.01	30.3	42.9	20.1	3.5	0.7	2.5
Snow removal	3.00	33.3	43.2	14.6	6.2	2.0	0.7
Street sweeping	2.95	29.0	43.9	17.6	3.7	3.0	2.7
Traffic law/parking ordinance enforcement	2.86	26.3	42.9	19.1	6.2	2.7	2.7
Bath house/beach maintenance	2.60	15.4	34.0	22.3	6.9	4.2	17.1
Building/zoning code enforcement	2.50	12.9	30.0	23.6	7.7	4.5	21.3
Neighborhood water/sewer service	2.37	17.2	34.3	22.9	12.4	10.2	3.0
Efforts to manage development	2.32	13.9	32.5	25.1	15.9	7.2	5.5
Street repair	2.17	8.7	31.8	35.7	15.1	8.7	0.0

¹ “Don’t Know and “refusal to answer the question” responses are excluded. The grade of “A” is coded “4,” “B” is “3,” “C” is “2,” “D” is “1,” and “E” is “0.”

Table 5 - continued

	Very Satisfied	Satisfied	Dis-satisfied	Very Dis-satisfied	Don't Know
Satisfaction with the city's water quality ²	7.4	33.7	26.8	30.3	1.7
	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
Enforcement of building maintenance codes should be more aggressive ³	11.9	46.0	27.4	1.2	13.4
	Increase	Stayed about the Same	Decrease	Don't Know	
Perception of Change in the Quality of City Services over the Past Five Years	21.1	64.4	8.5	6.0	

Table 5 indicates that the rescue squad service and the fire protection service receive the highest overall grades. In fact, 60 percent of respondents give the rescue squad an "A" rating, 20 percent of respondents give the rescue squad a "B," and less than five percent give this city service a grade of "C" or below. About 16 percent of respondents have no opinion about this city service. Similarly, over 50 percent of respondents give the fire protection service an "A," and another 30 percent give the fire protection service a grade of "B." Only five percent of respondents give the fire protection service an adequate, fair, or poor grade, given that 10 percent of respondents have no opinion about this service.

The city's "garbage collection service provided by the city contractor" receives reasonably high grades, with almost 50 percent of respondents giving this service "A" marks and

² The mean scores is 2.81.

³ The mean scores is 2.21.

another 40 percent giving "B's." Less than two percent of respondents say that they "don't know" how to grade this city service, and less than 10 percent provide a rating of adequate ("C") or below.

Police protection services, efforts to maintain the parks, snow removal service, and street sweeping services receive average grades that translate to "B" (or "good"). About one third of respondents give each of these services an "A" rating, and about 40 percent give a rating of "B." However, over 20 percent of respondents give each of these services a grade of "C" or below. The "don't know" percentage is low in each of these cases—never rising to over five percent.

Traffic law and parking ordinance enforcement receives slightly lower grades. While the percentage of residents giving traffic/parking enforcement an "excellent" ("A") rating is slightly over 25 percent, a higher percentage of residents (28%) give this service only "adequate" ("C"), "fair" ("D"), or "poor" ("E") grades.

Less than one half of the sample give "A" or "B" grades to bath house and beach maintenance or to building and zoning code enforcement. While close to 20 percent of respondents cannot rate these services (they provide "don't know" responses), over 10 percent of the sample give these services a grade of "D" or "E."

Grades for neighborhood water and sewer service ("ignoring the problem of rusty water") and efforts to manage city development are relatively low. While the percentage of the sample giving neighborhood water and sewer service an "A" or "B" grade is slightly over 50 percent, the percentage of "D" and "E" grades is over 20 percent. As one might expect, very few people are unable to rate the water and sewer system in their neighborhood. The percentage of "A" and "B" grades for efforts to manage the development of the city is slightly lower than 50 percent, with

the percentage of "D" and "E" grades are comparable to those for the neighborhood water/sewer service.

The city's street repair efforts receive the lowest grades. Less than 10 percent rate this service as "excellent" ("A"), and over 20 percent give this service only a "fair" ("D") or "poor" ("E") rating.

Respondents were asked an additional question about the quality of city services using the four-option satisfaction scale. In particular, they were asked "how satisfied are you with the city's water quality?" Satisfaction levels are low. Almost 30 percent of respondents are "dissatisfied" and another 30 percent are "very dissatisfied;" only seven percent are "very satisfied" with the city's water quality.

Later in the interview, respondents were asked general questions about the quality of life in Manistee. One of the statements in this series is particularly relevant here because it focuses on a specific city function. In particular, respondents were asked the extent of their agreement with the statement "The enforcement of building maintenance codes should be more aggressive." Almost 60 percent of respondents agree with this statement to some degree, although about 30 percent disagree and about 10 percent have no opinion one way or the other.

Relatively few residents—less than 10 percent—believe that the quality of city government services has decreased over the past five years; in fact, over twice as many believe that service quality has increased. More than 60 percent of respondents see no change in the quality of services over the past five years.

The rank order rating of these services is roughly comparable in 1993 and 1999. The top three services in both 1993 and 1999 were the rescue squad, the fire protection service, and the garbage collection service (called "refuse" collection in 1993). The three services (replicated

with questions in 1999) with the lowest ratings in 1993 were beach and bathhouse maintenance, building/zone code enforcement, and street maintenance. These three services receive relatively low ratings in 1999 as well, with mean scores among the lowest of the items that were repeated in the two years. (Note that the 1993 questionnaire refers to "patching" of streets, while the 1999 interview talks about "street repair.")

Two changes in ranking worth noting are the decline in the rating of neighborhood water and sewer service and the decline in the rating of snow removal service. In 1993 efforts to maintain the parks, the neighborhood water and sewer system, and the police received roughly comparable mean ratings; their mean scores were in the second "tier"—not as high as fire protection, but not as low as beach/bath house maintenance. In 1999, the grades of the police and the park maintenance system are comparable to each other, but the rating of the water/sewer system—is near the bottom of the ranked list of services. The grade for snow removal service is comparable to that of police protection and park maintenance. This average grade of "B" for snow removal represents a decline from its representation in 1993 as one of the top four services on the list.

OPINIONS ABOUT ECONOMIC DEVELOPMENT AND CHANGE

A number of questions in the survey asked residents to comment on changes taking place in the community. These questions were introduced by the interviewers who said:

"There has been a lot of talk about economic development in Manistee. These next questions focus on your views about these development issues." The specific questions that followed asked for respondents' opinions about economic growth and tourism in the area. A summary of the responses to these questions is found in Table 6.

**Table 6: Opinions about Economic Development, Tourism, and Change in Manistee:
Percentage Distributions**

Preference Regarding Growth in the Next Five Years

Rapid Growth	9.7
Moderate Growth	63.8
Slow Growth	20.8
No Growth	5.0
Don't Know	0.7

Perception of Growth in the Past Five Years

Too Much Growth	12.0
About the Right Amount	48.9
Too Little Growth	35.9
Don't Know	3.2

Importance Tourism Currently Has on the Economy

A Great Deal	70.0
Some	22.3
Not Too Much	2.2
Not at All	0.0
Don't Know	5.5

Importance Tourism Should Have on the Economy

A Great Deal	38.6
Some	46.3
Not Too Much	9.2
Not at All	2.7
Don't Know	3.2

How Much Should City Promote Development in Industrial Park

A Great Deal	45.6
Some	30.2
Not Too Much	10.0
Not at All	9.2
Don't Know	5.0

How Much Should City Devote to the Development of Tourism

A Great Deal	34.2
Some	45.9
Not Too Much	13.4
Not at All	4.7
Don't Know	1.7

Table 6: Continued

How Much Should City Regulate for Historical Preservation Purposes in Downtown Area

A Great Deal	38.0
Some	44.2
Not Too Much	9.7
Not at All	4.0
Don't Know	4.2

Amount of Progress City is Making in the Area of Economic Development

A Great Deal	17.4
Some	49.1
Not Too Much	24.1
Not at All	6.5
Don't Know	3.0

Opinion about Whether Cities Are Able to Manage Growth and Development Effectively

Definitely Yes	23.6
Probably Yes	56.6
Probably Not	12.9
Definitely Not	3.0
Don't Know	4.0

Generally speaking, residents seem committed to the idea of growth. While only 10 percent of respondents say that they would like to see “rapid growth” in Manistee over the next five years, 64 percent of respondents say that they would like to see “moderate growth” in that time period. Only five percent of respondents would like to see “no growth” in the community in the next few years. Similarly, only 12 percent of respondents believe that there has been “too much growth” in the *past* five years, with three times as many respondents arguing that there has been “too little growth” in the recent past.

There is also a reasonably strong commitment to tourism as a component of the economy of the city. Almost 40 percent of respondents believe that tourism *should* have “a great deal” of importance on the economy of Manistee, and over 45 percent believe that tourism should have “some” economic importance. Interestingly, respondents believe that tourism *currently* has an

even greater impact on city economic life. Seventy percent of residents state that tourism currently has "a great deal" of economic importance, and over 20 percent state that tourism has "some" importance on Manistee's economy.

Respondents also believe that the City of Manistee should be an active agent promoting development and tourism. Almost one half of residents in the sample respond that the City of Manistee should promote development on the north side of town "a great deal," with another 30 percent of respondents believing that the city should expend "some" efforts in this direction. There is a reasonably strong commitment to the city's efforts to develop tourism in the area as well. One third of residents state that the city should devote "a great deal" of effort to the development of tourism, with about one half of respondents stating that they favor "some" city effort for tourism development. Slightly less than 20 percent of respondents want the city's efforts in promoting industrial park development or tourism to be "not too much" or "none."

Residents also support the city's efforts to provide regulation for historical preservation purposes in downtown Manistee. Almost 40 percent of respondents want the city to provide "a great deal" of regulation, with more than 40 percent supporting "some" regulation to preserve historic aspects of the central business district.

On the other hand, residents are somewhat critical of the progress that has been made in this area to date. Over 30 percent of respondents tell interviewers that they think that the city is making "not too much" or no progress in the area of economic development, and only 17 percent of respondents argue that "a great deal" of progress is being made. These responses do not simply reflect a cynical stance suggesting that cities are *unable* to be successful in this arena. In fact, almost one quarter of respondents answer "definitely yes" and over one half answer

“probably yes” when asked about whether “cities are able to manage growth and development effectively.”

In 1993 respondents were more likely to support development in the industrial park than the development of tourism; this continues to be the case in 1999, although marked majorities of respondents in 1999 believe that at least “some” effort should be directed to each endeavor. In 1993 there was less commitment to regulating downtown development for historical preservation purposes than to encouraging tourism. In 1999, recognizing that the question wording changed, support for city efforts to develop tourism were about comparable to support for city efforts to regulate for historical preservation.

In both 1993 and 1999 non-trivial numbers of residents express concern about the progress the city is making in the area of economic development and about the city’s efforts to manage development. (Data on this latter issue for respondents in 1999 are found in Table 5.)

Majorities of respondents in both 1993 and 1999 favor “moderate” growth in the city.

OPINIONS ABOUT THE CASINO

The Little River Band opened a casino in Manistee during summer, 1999. A number of questions in the interview schedule focused on respondents’ opinions about the Little River Casino. Table 7 provides the percentage distributions summarizing the results of these questions.

**Table 7: Opinions about Issues Related to the Little River Casino:
Percentage Distributions**

Effect of casino on quality of life

Greatly improved	3.7
Improved	32.8
Stayed the same (volunteered)	29.0
Declined	19.6
Greatly declined	4.0
Don't Know	10.9

Why has the quality of life declined because of the casino? (Asked of those respondents who believe that the quality of life has declined)

Category	Frequency	Percentage ¹
Traffic Issues/Roads	55	13.6
Gambling/Bad Choices	21	5.2
Crime/Poverty/Undesirable People	16	4.0
Negative Economic Impact	11	2.7
Other	13	3.2

Quality of city's preparation for casino opening

Excellent job	6.2
Good job	40.1
Fair job	29.9
Poor job	11.2
Don't Know	12.5

¹ Percentages are based on the sample size of 403. Only 95 respondents said that the quality of life in Manistee has "declined" or "greatly declined" because of the casino. The open-ended response from any of these respondents may be coded into more than one category.

What “more” the city could do to prepare for the opening of the casino?
 (Asked of those respondents who believe that the city has done a “fair job” or
 “poor job” preparing for the casino’s opening)

Category	Frequency	Percentage ¹
Traffic Issues	65	16.1
Attract/Plan for more businesses	26	6.5
Better planning/More discussion	17	4.2
Other	47	11.7
Don’t Know	7	1.7

Is the city prepared for casino expansion?

Yes	31.6
No	50.0
Don’t Know	18.4

¹ Percentages are based on the sample size of 403. Only 165 respondents said that the city did a “fair job” or a “poor job” preparing for the opening of the casino. The open-ended response from any of these respondents may be coded into more than one category.

The first question in this series simply asked respondents whether they believed that the quality of life has improved or declined because of the casino. The residents seeing improvement outnumber those seeing decline. In particular, 36 percent of respondents believe that the quality of life has improved to some degree, while 24 percent see some level of decline. A non-trivial number of respondents—almost 30 percent—volunteered to interviewers that they see no change in the quality of life (i.e., it has “stayed the same”), and 11 percent of respondents have no opinion on the issue.

The 95 respondents who believe that the casino’s opening has reduced the quality of life in the city were asked an open-ended question: “How has the quality of life declined because of the opening of the casino?” Verbatim responses are found in Appendix B. In order to facilitate summarizing these responses, CARRS’s staff coded them into four distinct categories and a fifth “other” category. Table 7 provides the categories and the percentages of respondents in each.

The most commonly mentioned response by far focused on traffic and traffic-related problems. One respondent said: “[The] traffic is too much for town to handle.” Another expressed concern about “more traffic and accidents.”

Residents are mixed in their views about the efforts of the City of Manistee to prepare for the opening of the casino. More than 45 percent of respondents say that the city did an “excellent” or “good” job preparing for the casino’s opening, while about 40 percent give the city’s efforts only a “fair” or “poor” rating.

The 165 respondents who say that the city did only a “fair job” or “poor job” in preparing for the casino’s opening were asked: “What more do you think that the city should do?” CARRS’s staff coded these open-ended responses into a series of categories for summary

purposes. Categories and the percentages of responses in each are found in the lower panel of Table 7. Verbatim responses to this question are found, organized by category, in Appendix B.

Again, the open-ended discussion centers on issues related to traffic. One respondent believes that there is a need for “more traffic control on the highway.” Another argues that “roads need to be better in and out of town” and adds that “traffic congestion is bad.” Specific suggestions offered include: “”They should have left Parkdale four lanes” and “put in a light by 10th Street.”

Finally, respondents were reminded that “the Little River Band plans to expand its casino operation in the next year.” They were then asked whether they “believe that the City of Manistee is adequately prepared for this expansion?” The respondents answering “no”—one half of the sample—outnumber those answering “yes”—slightly less than one third of the sample. Almost 20 percent of respondents had “no opinion” on the matter.

GENERAL OPINIONS ABOUT MANISTEE AS A PLACE TO LIVE

A number of questions in the interview schedule focused on the quality of life in Manistee. Some of these questions followed a standard format where respondents are read a statement and then asked the extent to which they agree or disagree with it. Four response options were explicitly provided for respondents: “strongly agree,” “agree,” “disagree,” and “strongly disagree.” Respondents could volunteer the response of “don’t know” or “no opinion.” Table 8 provides the mean scores for these variables, as well as the relevant percentage distributions. For this table, “strongly agree” is coded “1,” and “strongly disagree” is coded “4.” Hence, low mean scores equate to high levels of agreement with the statement at hand, and the

table is arranged with the statements eliciting highest agreement first. ("Don't know" responses are excluded in the computation of mean scores.)

Table 8: Perceptions of Manistee as a Place to Live: Means and Percentage Distributions

	Mean ¹	Strongly Agree	Agree	Dis- Agree	Strongly Disagree	Don't Know
Good community in which to live	1.59	43.4	53.1	2.7	0.0	0.7
Good community in which to retire	1.67	37.0	56.6	3.7	0.5	2.2
Feel safe in neighborhood at night	1.69	36.0	58.8	4.5	0.2	0.5
Good community for raising children	1.69	33.3	58.8	3.0	0.5	4.5
Safe community in which to live	1.72	30.6	65.2	2.5	0.2	1.5
People are friendly and caring	1.77	29.8	63.3	6.0	0.2	0.7
Traffic congestion and noise is problem in neighborhood	2.70	12.2	19.6	54.3	13.6	0.2
Change in quality of life over the past 5 years						
Increased				32.4		
Stayed the Same				51.9		
Decreased				13.5		
Don't Know				2.2		

¹ "Don't Know" and "refusal to answer the question" responses are excluded. "Strongly agree" is coded "1," "agree" is coded "2," "disagree" is coded "3," and "strongly disagree" is coded "4."

We see that, by and large, residents are happy living in their community. In fact, over 95 percent of respondents agree that "Manistee is a good community in which to live," with over 40 percent of them choosing the "strongly agree" option when confronted with this statement. High percentages of respondents also believe that "Manistee is a good community in which to retire" and that "Manistee is a good community for raising children." The vast majority of respondents also believe that "people in Manistee are friendly and caring," although the percentage of people whom "strongly agree" with that statement is about 30 percent. Manistee is perceived to be a safe community: less than five percent of respondents *disagree* when faced with the statement "I feel safe in my neighborhood at night" or with the statement "Manistee is a safe community in which to live."

Respondents are less pleased with the levels of traffic and noise in their neighborhood. Almost one third of respondents "strongly agree" or "agree" with the statement "Traffic congestion and noise is a problem in my neighborhood."

Data from the 1993 study also suggest that Manistee residents see neighborhood traffic and noise as a problem. The mean scores for all of the other factors labeled "livability factors" in the 1993 report are more positive than the mean traffic/noise score in both 1993 and 1999.²

Respondents were also asked to comment on the change they have seen in the quality of life in Manistee over the past five years. While about one half of the sample see no change, 32 percent of the sample believe that the quality of life has increased and only 13 percent see a decline.

² The mean scores from the 1993 study are more distinct from one another than the mean scores from the current study. This larger "spread" of scores in 1993 may result from the use of the 7-point rather than the 4-point

SUGGESTIONS FOR IMPROVING COMMUNITY LIFE

A number of questions in the interview schedule focused on residents' opinions about the ways in which life in the community could be improved. Four of these questions asked respondents whether they believed existing recreational and cultural opportunities in Manistee were adequate. Four response options were presented: "definitely adequate," "probably adequate," "probably not adequate," "definitely not adequate." Table 9 provides a summary of the responses to these questions.

**Table 9: Adequacy of Recreational and Cultural Opportunities in Manistee:
Percentage Distributions**

	Definitely Adequate	Probably Adequate	Probably Not Adequate	Definitely Not Adequate	Don't Know
Recreational opportunities for children under 12	13.9	43.5	19.2	14.9	8.5
Recreational opportunities for teenagers	5.2	25.1	30.8	28.3	10.7
Recreational opportunities for adults	13.2	50.1	19.9	13.4	3.5
Opportunities for cultural enrichment	34.7	52.9	9.4	1.5	1.5

agree/disagree scale. The larger spread may also result from the fact that some of the statements in 1993 were written in the negative (e.g., "Manistee is not a good community in which to retire.")

Respondents are most likely to believe that “opportunities for cultural enrichment—such as plays, art exhibits, and musical performances in Manistee” are adequate. In fact, only about 10 percent of the sample see any deficiency in this regard. Similarly, most respondents (almost two thirds) believe that there are adequate recreational opportunities for adults, although one third of the sample respondents believe that such adult recreational options are not adequate and only about one seventh of the sample believe that such opportunities are “definitely adequate.”

Somewhat greater concern is expressed about the adequacy of recreational opportunities for younger people. While a majority of respondents believe that opportunities for children under 12 are adequate, only 14 percent believe they are “definitely adequate” and 34 percent say they are not adequate. (About nine percent of respondents have no opinion on this issue.) The highest level of concern is directed to the adequacy of recreational opportunities for teenagers. In fact, less than one third of respondents believe that these options are adequate. About thirty percent of respondents believe that teenage recreational opportunities are “probably not adequate” and another 30 percent see them as “definitely not adequate.” (The percent responding “don’t know” increases to over 10 percent.)

Perceptions in 1993 were similar. Residents were most satisfied with the opportunities for cultural enrichment that existed in the community and were least satisfied with the recreational opportunities available to teenagers.

Throughout the interview, respondents were asked questions designed to learn more about their opinions about proposed changes in city services or city government. Responses to this diverse set of questions are found in Table 10.

**Table 10: Opinions about Proposed Changes in City Services and City Government:
Percentage Distributions**

		Yes	No	Don't Know
Need for indoor, year round swimming pool		59.3	35.0	5.7
Willing to pay more taxes for pool (among those who see a need)		72.0	14.6	13.4
Willing to pay more taxes for pool (for total sample)		42.7	8.7	7.9
	Too Many	Not Enough	About Right	Don't Know
Opinions about number of city parks	4.5	18.4	76.9	0.2
		Yes	No	Don't Know
Willing to pay more taxes to improve water quality (for those dissatisfied with water quality)		29.7	57.6	12.7
Willing to pay more taxes to improve water quality (for the total sample)		16.9	32.8	7.2
		Direct Election	Chosen from Council	Don't Know
Process for choosing mayor		76.4	18.9	4.7

One issue that has been discussed for a number of years is whether the city needs an indoor, year-round swimming pool. Almost 60 percent of the sample responds affirmatively. These 239 respondents—supporters of the idea of building a pool—were then asked whether they would be “willing to pay more in taxes to have such a swimming pool.” Almost three-quarters of these respondents answer “yes.” These respondents, however, represent less than one half of the total sample.

Respondents were also asked whether they believe that the City of Manistee has too many parks, not enough parks, or about the right number of parks. Over three-quarters of respondents seem satisfied with the *status quo*. While very few people believe that the city has

too many parks, almost one in five respondents thinks that the city does not have enough park facilities.

As we have seen above, most respondents are dissatisfied with the quality of water in Manistee. The 230 respondents who were unhappy with water quality were asked: "Would you be willing to pay \$10 to \$15 more per month for the city to improve water quality and address the rust problem." A majority of those respondents answer "no." Only 30 percent of respondents who are dissatisfied with the city's water quality would support this monthly tax increase. (Presumably, residents who are satisfied with water quality would not be willing to pay for this tax hike either, but they were not asked the question.) The 30 percent of dissatisfied residents who would support a fee increase represent only 17 percent of the total sample.

One question in the survey focused on the way in which the mayor of Manistee is selected. Interviewers introduced this question by saying: "There has been talk about changing the way the mayor of Manistee is elected. These changes would require a Charter Amendment." They then asked respondents: "Do you think that the mayor should be elected by the citizens directly or should the City Council choose the mayor from among council members." (If respondents asked, interviewers were instructed to inform them that the mayor is currently chosen from among council members.) Most respondents—over three quarters of them—tell interviewers that they favor the direct election of the mayor.

Finally, respondents were asked an open-ended question: "Now, what do you believe are the most important issues affecting the quality of life in Manistee?" Responses to this question were summarized by CARRS's staff. Responses as noted by interviewers are found in Appendix B. Table 11 provides the codes and the percentage of respondents whose comment has been filed in each one.

Table 11: The Most Important Issues Affecting the Quality of Life in Manistee: Summary Codes and Frequency and Percentage Distributions

Category	Frequency	Percentage ¹
Jobs/Employment	122	30.3
Growth/Development	63	15.6
Recreational Facilities/Options	50	12.4
Schools/Education	47	11.7
Environmental Issues	38	9.4
Traffic/Parking	35	8.7
Need for Stores	29	7.2
Water Quality	27	6.7
Safety Issues	22	5.5
Politics/City Government	17	4.2
Housing	13	3.2
Other	120	29.8
Don't Know	11	2.7

We see from the table that 30 percent of the respondents believe that the quality of life is significantly affected by the quantity and quality of jobs in the area. One respondent argued that there is a need for “better paying jobs for young people to stay in area,” and another said that the “financial aspects of Manistee” are critical because of “limited resources for people to provide for their families.” Also important for about 16 percent of residents are issues related to growth and development in the community. While one respondent said that the “city should allow for more growth,” another said that there is “too much growth without adequate facilities to accommodate the growth.” About 12 percent of respondents believe that recreational opportunities have a significant role to play in determining the quality of life in Manistee. One respondent said that there was a “need to find some recreation for teenagers,” while another said

¹ Percentages may not equal 100 percent because any one respondent’s comment may be coded into more than one category. Percentages are based on a sample size of 403.

that there is “not much to do for families, the city is too focused on tourism.” A similar number of respondents argue that the schools have a big impact on the quality of life in the community. A typical comment focuses on the need to “keep up with education quality;” another stresses that “schooling needs to teach better preparation for [the] outside world.”

None of the other coding categories contains the comments of more than 10 percent of the sample.

CONCLUSIONS

This report summarizes data from 403 telephone interviews conducted with residents of the City of Manistee during November, 1999. Key findings include the following:

- Residents are most likely to rely on the city newspaper and “word of mouth” for information about city activities.
- Contact with city government units varies: while over one half of the sample has contacted the police department or the Department of Public Works, only about one quarter of the sample has contacted the fire department.
- Respondents are most satisfied with the contacts that they have had with the fire department; they are least satisfied with the contacts that they have had with City Council members.
- Residents give the highest grades to the city’s rescue squad services, fire protection services, and garbage collection services. They give lowest marks to neighborhood water and sewer service and street repair.
- A majority of the sample is dissatisfied with the quality of the city’s water.
- Residents of Manistee favor “moderate growth” in the city over the next five years.

- They believe that tourism should have at least “some” importance on the local economy, although many believe that tourism currently has “a great deal” of importance on the city’s economic base.
- Most Manistee residents support at least “some” efforts by the city to promote development in the Industrial Park and to promote tourism.
- Residents are divided in their views about the impact of the Little River casino on the quality of life in Manistee. More than one third of the sample see an improvement, while about one quarter see a decline. Those who see a decline are especially concerned about traffic and traffic-related problems.
- Members of the sample are also split in their views about the city’s level of preparation for the casino’s opening. Among the 40 percent of the sample who believe that the city’s did only a “fair job” or “poor job” preparing for the casinos, the biggest concern centers on traffic.
- Overwhelming numbers of respondents have positive things to say when asked general questions about the quality of life in the community.
- Residents express concerns about the recreational opportunities for teenagers, but feel that recreational opportunities for adults and opportunities for cultural enrichment are adequate.
- A majority of the sample sees a need for an indoor, year-round swimming pool, thinks that the number of city parks is “about right,” and supports the direct election of the mayor. A majority of residents *dissatisfied* with the city’s water quality are *unwilling* to pay an increased monthly fee for water quality improvement.
- Respondents see jobs/employment, growth/development, recreation, and schools as the most important issues affecting the quality of life in the community.

APPENDIX A: INTERVIEW SCHEDULE

Q:HELLO-----

Hello. (My name is _____, and) (I'm calling from the Center for Applied Research at CMU.) We are calling residents of the City of Manistee on behalf of the City Council to learn more about your views of services and life in your community. I need to speak with someone 18 or over from the _____ household.

Hello. My name is _____. I'm calling from the Center for Applied Research at CMU to complete an interview with _____ that we began earlier.

Q:CONFIRM-----

Do you live in the CITY of Manistee, in Manistee Township, or in Filer Township?

- 1 CITY OF Manistee (continue with interview)
- 2 MANISTEE TOWNSHIP (interview ends)
- 3 FILER TOWNSHIP (interview ends)
- 4 other/don't know/refusal (interview ends)

Q:SOURCE1-----

People receive information about city activities from different sources. For each source I mention, tell me if you rely on this information source a great deal, some, not too much, or not at all. How about the Manistee News Advocate? (Do you rely on this information source a great deal, some, not too much, or not at all?)

- 1 GREAT DEAL
- 2 SOME
- 3 NOT TOO MUCH
- 4 NOT AT ALL
- 5 refusal

Q:SOURCE2-----

(How about) cable television? (Do you rely on this information source a great deal, some, not too much, or not at all?)

- 1 GREAT DEAL
- 2 SOME
- 3 NOT TOO MUCH
- 4 NOT AT ALL
- 5 refusal

Q:SOURCE3-----

How about word of mouth from friends and acquaintances? (Do you rely on this information source a great deal, some, not too much, or not at all?)

- 1 GREAT DEAL
- 2 SOME
- 3 NOT TOO MUCH
- 4 NOT AT ALL
- 5 refusal

Q:SOURCE4-----

How about radio? (Do you rely on this information source a great deal, some, not too much, or not at all?)

- 1 GREAT DEAL
- 2 SOME
- 3 NOT TOO MUCH
- 4 NOT AT ALL
- 5 refusal

Q:SOURCE5-----

Do you rely on any other source of information about city activities?

- 1 YES
- 2 NO
- 3 refusal

Q:OTHRINFO-----

What information source is that?

Q:CITYCOUN-----

The next questions ask about the responsiveness of the city to your needs. Have you ever contacted a member of the City Council for any reason?

- 1 YES
- 2 NO
- 3 don't know
- 4 refusal

Q:CCSAT-----

How satisfied are you with the response you received from the City Council? Were you VERY SATISFIED, SATISFIED, DISSATISFIED, or VERY DISSATISFIED?

- 1 VERY SATISFIED
- 2 SATISFIED
- 3 DISSATISFIED
- 4 VERY DISSATISFIED
- 5 don't know/no opinion
- 6 refusal

Q:POLICE-----

Have you ever contacted the Police Department for any reason?

- 1 YES
- 2 NO
- 3 don't know
- 4 refusal

Q:POLCSAT-----

How satisfied are you with the response you received from the Police Department? Were you VERY SATISFIED, SATISFIED, DISSATISFIED, or VERY DISSATISFIED?

- 1 VERY SATISFIED
- 2 SATISFIED
- 3 DISSATISFIED
- 4 VERY DISSATISFIED
- 5 don't know/no opinion
- 6 refusal

Q:CITYHALL-----

Have you ever contacted a staff member at City Hall for any reason?

- 1 YES
- 2 NO
- 3 don't know
- 4 refusal

Q:CHSAT-----

How satisfied are you with the response you received from City Hall? (Were you VERY SATISFIED, SATISFIED, DISSATISFIED, or VERY DISSATISFIED?)

- 1 VERY SATISFIED
- 2 SATISFIED
- 3 DISSATISFIED
- 4 VERY DISSATISFIED
- 5 don't know/no opinion
- 6 refusal

Q:FIRE-----

Have you ever contacted the Fire Department for any reason?

- 1 YES
- 2 NO
- 3 don't know
- 4 refusal

Q:FIRESAT-----

How satisfied are you with the response you received from the Fire Department? (Were you VERY SATISFIED, SATISFIED, DISSATISFIED, or VERY DISSATISFIED?)

- 1 VERY SATISFIED
- 2 SATISFIED
- 3 DISSATISFIED
- 4 VERY DISSATISFIED
- 5 don't know/no opinion
- 6 refusal

Q:GARAGE-----

Have you ever contacted the Department of Public Works -- that's the department that deals with things like sewer, water, and street problems?

- 1 YES
- 2 NO
- 3 don't know
- 4 refusal

Q:GARAGSAT-----

How satisfied are you with the response you received from the Department of Public Works? (Were you VERY SATISFIED, SATISFIED, DISSATISFIED, or VERY DISSATISFIED?)

- 1 VERY SATISFIED
- 2 SATISFIED
- 3 DISSATISFIED
- 4 VERY DISSATISFIED
- 5 don't know/no opinion
- 6 refusal

Q:Water-----

Now, think about the city's water quality. How satisfied are you with the city's water quality? Are you VERY SATISFIED, SATISFIED, DISSATISFIED, or VERY DISSATISFIED?

- 1 VERY SATISFIED
- 2 SATISFIED
- 3 DISSATISFIED
- 4 VERY DISSATISFIED
- 5 don't know/no opinion
- 6 refusal

Q:PayH2O-----

Would you be willing to pay \$10 to \$15 more per month for the city to improve water quality and address the rust problem?

- 1 YES
- 2 NO
- 3 don't know
- 4 refusal

Q:PARKS-----

Now I am going to ask you to grade the quality of various services that city government provides. Please think of the grading system that the schools use -- where A is excellent, B is good, C is adequate, D is fair, and E is poor. How would you grade the city's efforts to maintain the parks? (Think of that A-B-C-D-E grading system.)

- 1 A (excellent)
- 2 B (good)
- 3 C (adequate)
- 4 D (fair)
- 5 E (poor)
- 6 don't know/no opinion
- 7 refusal

Q:POLICE2-----

(How would you grade) Manistee's police protection service? (Think of that A-B-C-D-E grading system.)

- 1 A (excellent)
- 2 B (good)
- 3 C (adequate)
- 4 D (fair)
- 5 E (poor)
- 6 don't know/no opinion
- 7 refusal

Q:SNOWGO-----

(How would you grade) the city's efforts to remove snow from streets? (Think of that A-B-C-D-E grading system.)

- 1 A (excellent)
- 2 B (good)
- 3 C (adequate)
- 4 D (fair)
- 5 E (poor)
- 6 don't know/no opinion
- 7 refusal

Q:RESCUE-----

(How would you grade) the rescue squad service provided by the city? (Think of that A-B-C-D-E grading system.)

- 1 A (excellent)
- 2 B (good)
- 3 C (adequate)
- 4 D (fair)
- 5 E (poor)
- 6 don't know/no opinion
- 7 refusal

Q:REPAIR-----

(How would you grade) the street repair provided by the city? (Think of that A-B-C-D-E grading system.)

- 1 A (excellent)
- 2 B (good)
- 3 C (adequate)
- 4 D (fair)
- 5 E (poor)
- 6 don't know/no opinion
- 7 refusal

Q:BEACH-----

(How would your grade) the city's efforts to maintain bath houses and beaches? (Think of that A-B-C-D-E grading system.)

- 1 A (excellent)
- 2 B (good)
- 3 C (adequate)
- 4 D (fair)
- 5 E (poor)
- 6 don't know/no opinion
- 7 refusal

Q:GARBAGE-----

(How would you grade) the garbage collection service provided by the city contractor? (Think of that A-B-C-D-E grading system.)

- 1 A (excellent)
- 2 B (good)
- 3 C (adequate)
- 4 D (fair)
- 5 E (poor)
- 6 don't know/no opinion
- 7 refusal

Q:FIRE2-----

(How would you grade) Manistee's fire protection service? (Think of that A-B-C-D-E grading system.)

- 1 A (excellent)
- 2 B (good)
- 3 C (adequate)
- 4 D (fair)
- 5 E (poor)
- 6 don't know/no opinion
- 7 refusal

Q:SWEEP-----

(How would you grade) the street sweeping service provided by the city? (Think of that A-B-C-D-E grading system.)

- 1 A (excellent)
- 2 B (good)
- 3 C (adequate)
- 4 D (fair)
- 5 E (poor)
- 6 don't know/no opinion
- 7 refusal

Q:SEWER-----

Ignoring the problem of rusty water, how would you grade the water and sewer service in your neighborhood? (Think of that A-B-C-D-E grading system.)

- 1 A (excellent)
- 2 B (good)
- 3 C (adequate)
- 4 D (fair)
- 5 E (poor)
- 6 don't know/no opinion
- 7 refusal

Q:CODES-----

(How would you grade) the city's efforts to enforce building and zoning codes? (Think of that A-B-C-D-E grading system.)

- 1 A (excellent)
- 2 B (good)
- 3 C (adequate)
- 4 D (fair)
- 5 E (poor)
- 6 don't know/no opinion
- 7 refusal

Q:TRAFFIC-----

(How would you grade) the police department's efforts to enforce traffic laws and parking ordinances? (Think of that A-B-C-D-E grading system.)

- 1 A (excellent)
- 2 B (good)
- 3 C (adequate)
- 4 D (fair)
- 5 E (poor)
- 6 don't know/no opinion
- 7 refusal

Q:DEVEL-----

(How would you grade) the City of Manistee's efforts to manage the development of the city? (Think of that A-B-C-D-E grading system.)

- 1 A (excellent)
- 2 B (good)
- 3 C (adequate)
- 4 D (fair)
- 5 E (poor)
- 6 don't know/no opinion
- 7 refusal

Q:NEEDKID-----

Groups vary in their needs for services. I'm going to ask you whether adequate opportunities exist in Manistee for a number of different groups. How about recreational opportunities for children under 12 years of age in Manistee? Would you say that such opportunities are definitely adequate, probably adequate, probably not adequate, or definitely not adequate?

- 1 DEFINITELY ADEQUATE
- 2 PROBABLY ADEQUATE
- 3 PROBABLY NOT ADEQUATE
- 4 DEFINITELY NOT ADEQUATE
- 5 don't know
- 6 refusal

Q:NEEDTEEN-----

Recreational opportunities for teenagers in Manistee. Would you say that such opportunities are definitely adequate, probably adequate, probably not adequate, or definitely not adequate?

- 1 DEFINITELY ADEQUATE
- 2 PROBABLY ADEQUATE
- 3 PROBABLY NOT ADEQUATE
- 4 DEFINITELY NOT ADEQUATE
- 5 don't know
- 6 refusal

Q:NEEDADLT-----

Recreational opportunities for adults in Manistee. Would you say that such opportunities are definitely adequate, probably adequate, probably not adequate, or definitely not adequate?

- 1 DEFINITELY ADEQUATE
- 2 PROBABLY ADEQUATE
- 3 PROBABLY NOT ADEQUATE
- 4 DEFINITELY NOT ADEQUATE
- 5 don't know
- 6 refusal

Q:NEEDCULT-----

Opportunities for cultural enrichment -- such as plays, art exhibits, and musical performances in Manistee. Would you say that such opportunities are definitely adequate, probably adequate, probably not adequate, or definitely not adequate?

- 1 DEFINITELY ADEQUATE
- 2 PROBABLY ADEQUATE
- 3 PROBABLY NOT ADEQUATE
- 4 DEFINITELY NOT ADEQUATE
- 5 don't know
- 6 refusal

Q:POOL-----

Do you think that the City of Manistee needs a indoor, year-round swimming pool?

- 1 YES
- 2 NO
- 3 don't know
- 4 refusal

Q:POOL2-----

Would you be willing to pay more in taxes to have such a swimming pool?

- 1 YES
- 2 NO
- 3 don't know/it depends
- 4 refusal

Q:Casino-----

Now, I want to focus on your opinions about the Little River Casino. How has the opening of the Little River Casino affected the quality of life in Manistee -- has the quality of life greatly improved, improved, declined, or greatly declined because of the casino?

- 1 GREATLY IMPROVED
- 2 IMPROVED
- 3 stayed the same (if volunteered by respondent)
- 4 DECLINED
- 5 GREATLY DECLINED
- 6 don't know/no opinion
- 7 refusal

Q:HowDecl-----

How has the quality of life declined because of the opening of the casino?

Q:Prepare-----

Would you say that the City of Manistee has done an excellent job, a good job, a fair job, or a poor job preparing for the opening of the Little River Casino?

- 1 EXCELLENT JOB
- 2 GOOD JOB
- 3 FAIR JOB
- 4 POOR JOB
- 5 don't now/no opinion
- 6 refusal

Q:WhatMore-----

What more do you think that the city should do?

Q:Expand-----

The Little River Band plans to expand its casino operation in the next year. Do you believe that the City of Manistee is adequately prepared for this expansion?

- 1 YES
- 2 NO
- 3 don't know/no opinion
- 4 refusal

Q:COMMUNITY-----

Now, I'm going to read you a series of statements about the quality of life in Manistee. I'll ask you the extent to which you agree or disagree with each. Manistee is a good community in which to live. Do you STRONGLY AGREE, AGREE, DISAGREE, or STRONGLY DISAGREE?

- 1 STRONGLY AGREE
- 2 AGREE
- 3 DISAGREE
- 4 STRONGLY DISAGREE
- 5 don't know/no opinion
- 6 refusal

Q:FRIEND-----

People in Manistee are friendly and caring. (Do you STRONGLY AGREE, AGREE, DISAGREE, or STRONGLY DISAGREE?)

- 1 STRONGLY AGREE
- 2 AGREE
- 3 DISAGREE
- 4 STRONGLY DISAGREE
- 5 don't know/no opinion
- 6 refusal

Q:SAFE-----

Manistee is a safe community in which to live. (Do you STRONGLY AGREE, AGREE, DISAGREE, or STRONGLY DISAGREE?)

- 1 STRONGLY AGREE
- 2 AGREE
- 3 DISAGREE
- 4 STRONGLY DISAGREE
- 5 don't know/no opinion
- 6 refusal

Q:RETIRE-----

Manistee is a good community in which to retire. (Do you STRONGLY AGREE, AGREE, DISAGREE, or STRONGLY DISAGREE?)

- 1 STRONGLY AGREE
- 2 AGREE
- 3 DISAGREE
- 4 STRONGLY DISAGREE
- 5 don't know/no opinion
- 6 refusal

Q:NOISE-----

Traffic congestion and noise is a problem in my neighborhood. (Do you STRONGLY AGREE, AGREE, DISAGREE, or STRONGLY DISAGREE?)

- 1 STRONGLY AGREE
- 2 AGREE
- 3 DISAGREE
- 4 STRONGLY DISAGREE
- 5 don't know/no opinion
- 6 refusal

Q:CHILD-----

Manistee is a good community for raising children. (Do you STRONGLY AGREE, AGREE, DISAGREE, or STRONGLY DISAGREE?)

- 1 STRONGLY AGREE
- 2 AGREE
- 3 DISAGREE
- 4 STRONGLY DISAGREE
- 5 don't know/no opinion
- 6 refusal

Q:NEIGH-----

I feel safe in my neighborhood at night. (Do you STRONGLY AGREE, AGREE, DISAGREE, or STRONGLY DISAGREE?)

- 1 STRONGLY AGREE
- 2 AGREE
- 3 DISAGREE
- 4 STRONGLY DISAGREE
- 5 don't know/no opinion
- 6 refusal

Q:COUNCIL-----

I am satisfied with the decisions that the City Council has made in recent years. (Do you STRONGLY AGREE, AGREE, DISAGREE, or STRONGLY DISAGREE?)

- 1 STRONGLY AGREE
- 2 AGREE
- 3 DISAGREE
- 4 STRONGLY DISAGREE
- 5 don't know/no opinion
- 6 refusal

Q:AGGRES-----

The enforcement of building maintenance codes should be more aggressive. (Do you STRONGLY AGREE, AGREE, DISAGREE, or STRONGLY DISAGREE?)

- 1 STRONGLY AGREE
- 2 AGREE
- 3 DISAGREE
- 4 STRONGLY DISAGREE
- 5 don't know/no opinion
- 6 refusal

Q:EconDev-----

There has been a lot of talk about economic development in Manistee. These next questions focus on your views about these development issues. Overall, how much progress do you think the city is making in the area of economic development -- a great deal, some, not too much, or none?

- 1 A GREAT DEAL
- 2 SOME
- 3 NOT TOO MUCH
- 4 NONE
- 5 don't know/no opinion
- 6 refusal

Q:TOURISM-----

How much effort should the City of Manistee devote to the development of tourism in the area -- a great deal, some, not too much, or none?

- 1 A GREAT DEAL
- 2 SOME
- 3 NOT TOO MUCH
- 4 NONE
- 5 don't know/no opinion
- 6 refusal

Q:IndusPrk-----

How much should the City of Manistee promote development in the Industrial Park on the North side of town -- a great deal, some, not too much, or none?

- 1 A GREAT DEAL
- 2 SOME
- 3 NOT TOO MUCH
- 4 NONE
- 5 don't know/no opinion
- 6 refusal

Q:CBD-----

How much regulation for historical preservation purposes should the City of Manistee provide in the downtown area -- a great deal, some, not too much, or none?

- 1 A GREAT DEAL
- 2 SOME
- 3 NOT TOO MUCH
- 4 NONE
- 5 don't know/no opinion
- 6 refusal

Q:Tourism2-----

How much importance does tourism currently have on the economy of Manistee -- a great deal, some, not too much, or none?

- 1 A GREAT DEAL
- 2 SOME
- 3 NOT TOO MUCH
- 4 NONE
- 5 don't know/no opinion
- 6 refusal

Q:TourShld-----

How much importance SHOULD tourism have on the economy of Manistee -- a great deal, some, not too much, or none?

- 1 A GREAT DEAL
- 2 SOME
- 3 NOT TOO MUCH
- 4 NONE
- 5 don't know/no opinion
- 6 refusal

Q:Regulate-----

People have different views about whether it is possible for a city -- any city -- to manage its growth and development effectively. Do you think cities are able to manage growth and development effectively -- definitely yes, probably yes, probably not, or definitely not?

- 1 DEFINITELY YES
- 2 PROBABLY YES
- 3 PROBABLY NOT
- 4 DEFINITELY NOT
- 5 don't know
- 6 refusal

Q:Growth-----

Generally speaking, would you like to see rapid growth, moderate growth, slow growth, or no growth in Manistee over the next 5 years?

- 1 RAPID GROWTH
- 2 MODERATE GROWTH
- 3 SLOW GROWTH
- 4 NO GROWTH
- 5 don't know/no opinion
- 6 refusal

Q:GrowthUp-----

Generally speaking, do you feel that there has been too much growth, not enough growth, or about the right amount of growth in Manistee over the past 5 years.

- 1 TOO MUCH GROWTH
- 2 TOO LITTLE GROWTH
- 3 ABOUT RIGHT AMOUNT OF GROWTH
- 4 don't know/no opinion
- 5 refusal

Q:ServUp-----

Generally speaking, do you feel that the quality of city government services has increased, decreased, or stayed about the same over the past 5 years.

- 1 INCREASED
- 2 DECREASED
- 3 STAYED ABOUT THE SAME
- 4 don't know/no opinion
- 5 refusal

Q:QualUp-----

Generally speaking, do you feel that the quality of life in Manistee has increased, decreased, or stayed about the same over the past 5 years.

- 1 INCREASED
- 2 DECREASED
- 3 STAYED ABOUT THE SAME
- 4 don't know/no opinion
- 5 refusal

Q:ParkNum-----

Generally speaking, do you feel that the City of Manistee has too many parks, not enough parks, or about the right number of parks?

- 1 TOO MANY PARKS
- 2 NOT ENOUGH PARKS
- 3 ABOUT THE RIGHT NUMBER OF PARKS
- 4 don't know/no opinion
- 5 refusal

Q:MAYOR-----

There has been talk about changing the way the mayor of Manistee is elected. These changes would require a Charter Amendment. Do you think that the Mayor should be elected by the citizens directly or should the City Council choose the Mayor from among council members?

- 1 ELECT MAYOR
- 2 CHOOSE FROM COUNCIL MEMBERS
- 3 don't know
- 4 refusal

Q:WhyQual-----

Now, what do you believe are the most important issues affecting the quality of life in Manistee? Just in your own words.

Q:Years-----

These last questions focus on your background. This information is used for summary purposes only. Your responses will, of course, remain confidential. How long have you lived in Manistee altogether?

Q:Own-----

Do you own or rent your present residence?

- 1 OWN
- 2 RENT/LEASE
- 3 don't know
- 4 refusal

Q:AREA-----

I'm going to read you three options. Please choose from among these three to tell me where in Manistee you live.

--Northside of town

--South of Manistee River and west of US-31 (that's Cypress Street)

--South of the Manistee River and east of US-31

- 1 NORTHSIDE OF TOWN
- 2 SOUTH OF MANISTEE RIVER AND WEST OF US-31
- 3 SOUTH OF THE MANISTEE RIVER AND EAST OF US-31
- 4 don't know
- 5 refusal

Q:Age-----

In what year were you born?

Q:Vote-----

In the last decade or so, how often have you voted in citywide elections -- for example, elections for City Council, the School Board, or County Board of Commissioners -- every time, almost every time, sometimes, or never?

- 1 EVERY TIME
- 2 ALMOST EVERY TIME
- 3 SOMETIMES
- 4 NEVER
- 5 don't know
- 6 refusal

Q:SIZE-----

How many people -- INCLUDING YOURSELF -- live in your household?

- 1 ONE
- 2 TWO
- 3 THREE
- 4 FOUR
- 5 FIVE
- 6 SIX
- 7 SEVEN
- 8 EIGHT OR MORE
- 9 refusal

Q:INCOME1-----

Is your family income below \$22,050? Just "yes" or "no" is fine.

- 1 YES
- 2 NO
- 3 refusal

Q:INCOME2-----

Is your family income below \$25,200? Just "yes" or "no" is fine.

- 1 YES
- 2 NO
- 3 refusal

Q:INCOME3-----

Is your family income below \$28,350? Just "yes" or "no" is fine.

- 1 YES
- 2 NO
- 3 refusal

Q:INCOME4-----

Is your family income below \$31,500? Just "yes" or "no" is fine.

- 1 YES
- 2 NO
- 3 refusal

Q:INCOME5-----

Is your family income below \$34,050? Just "yes" or "no" is fine.

- 1 YES
- 2 NO
- 3 refusal

Q:INCOME6-----

Is your family income below \$36,500? Just "yes" or "no" is fine.

- 1 YES
- 2 NO
- 3 refusal

Q:INCOME7-----

Is your family income below \$39,100? Just "yes" or "no" is fine.

- 1 YES
- 2 NO
- 3 refusal

Q:INCOME8-----

Is your family income below \$41,600? Just "yes" or "no" is fine.

- 1 YES
- 2 NO
- 3 refusal

Q:Comment

Is there anything you would like to add about life in Manistee that we haven't already discussed?

Q:Board-----

Would you be willing to serve on a city volunteer board or commission?

- 1 YES
- 2 NO
- 3 not sure/don't know
- 4 refusal

Q:Phone-----

I have a phone number that you can call to volunteer your services. Would you like to write it down? It is 723-2558.

Q:SEX-----

Note sex of respondent.

1 MALE

2 FEMALE

Q:Thanks-----

That's all the questions I have for you. Thanks very much for your time.

Q:End-----

Our survey is designed for residents of the City of Manistee. I'm sorry for bothering you. Thank you.

Q:NOTQAL-----

Thanks anyway. Our study is completed. We do not need to interview any more people.

APPENDIX B:

Verbatim Responses to Open-Ended Questions

"OTHER" Source volunteered by Respondents

Category 1: Printed Materials

++ Text units 3-3:

□
7 8 OTHRINFO 0 1 paper 3

□
(2)

++ Text units 7-7:

□
16 14 OTHRINFO 0 1 Traverse city paper. 7

(2)

++ Text units 10-10:

28 28 OTHRINFO 0 1 mail 10

(2)

++ Text units 13-13:

44 45 OTHRINFO 0 1 flyers from high school students 13

(2)

++ Text units 18-19:

83 86 OTHRINFO 0 1 fliers 18

(2)

90 93 OTHRINFO 0 1 some fliers come in the mail. 19

(2)

++ Text units 21-23:

93 94 OTHRINFO 0 1 Other newspapers-Traverse City & 21

Ludington

(2)

95 98 OTHRINFO 0 1 fliers and pamphlets 22

(2)

104 112 OTHRINFO 0 1 the public school newsletter 23

(2)

++ Text units 27-31:

118 121 OTHRINFO 0 1 chamber newsletter 27

(2)

120 126 OTHRINFO 0 1 school newsletters 28

(2)

125 131 OTHRINFO 0 1 newsletters 29

(2)

136 144 OTHRINFO 0 1 area newspapers 30

(2)

138 143 OTHRINFO 0 1 newspapers-other 31

(2)

(5)

++ Text units 34-34:

143 148 OTHRINFO 0 1 fliers 34

(2)

++ Text units 37-38:

157 160 OTHRINFO 0 1 flyers 37

(2)

159 167 OTHRINFO 0 1 city newsletter and the city newspaper 38

(2)

++ Text units 40-40:

168 175 OTHRINFO 0 1 Ludington paper 40

(2)

++ Text units 43-45:

178 187 OTHRINFO 0 1 paper and work place/people 43

(2)	(5)			
183	192 OTHRINFO	0	1 weekly flyer	44
(2)				
185	193 OTHRINFO	0	1 flyers	45
(2)				
++ Text units 47-48:				
188	196 OTHRINFO	0	1 flyers	47
(2)				
192	198 OTHRINFO	0	1 direct mailing; mostly newspaper	48
(2)				
++ Text units 51-51:				
216	224 OTHRINFO	0	1 Ludington paper	51
(2)				
++ Text units 55-56:				
232	239 OTHRINFO	0	1 city newsletter	55
(2)				
236	242 OTHRINFO	0	1 Grand Rapids press, Manistee Universal	
Free Net (web site)				56
(2)				
++ Text units 60-61:				
258	265 OTHRINFO	0	1 maps newsletter	60
(2)				
259	267 OTHRINFO	0	1 flyers	61
(2)				
++ Text units 65-65:				
266	275 OTHRINFO	0	1 flyers and billboards	65
(2)				
++ Text units 67-67:				
268	278 OTHRINFO	0	1 flyers	67
(2)				
++ Text units 73-73:				
285	296 OTHRINFO	0	1 newsletters	73
(2)				
++ Text units 75-75:				
299	313 OTHRINFO	0	1 mailings	75
(2)				
++ Text units 85-86:				
332	342 OTHRINFO	0	1 fliers and mail	85
(2)				
333	345 OTHRINFO	0	1 fliers at different establishments	86
(2)				
++ Text units 88-91:				
354	365 OTHRINFO	0	1 our paper is horrible, but Ludington	
paper has more info. about Manistee				88
(2)				
360	373 OTHRINFO	0	1 Posters & banners.	89
(2)				
362	377 OTHRINFO	0	1 direct mail	90
(2)				
364	378 OTHRINFO	0	1 Chamber of commerce brochures. Notices	
at city hall.				91
(2)	(5)			
++ Text units 93-93:				
368	382 OTHRINFO	0	1 Brochures and flyers.	93
(2)				
++ Text units 96-97:				
375	391 OTHRINFO	0	1 flyers	96

(2)
 379 394 OTHRINFO 0 1 publications from chamber of commerce, etc. 97
 97
 (2)
 ++ Text units 99-99:
 386 403 OTHRINFO 0 1 bulletins or flyers or business owners 99
 (1) (2)

Category 2: Contact with People Involved

++ Text units 1-2:					
(1)	1	1 OTHRINFO	0	1 city hall	1
(1)	6	4 OTHRINFO	0	1 Personal experience.	2
++ Text units 5-5:					
(1)	14	16 OTHRINFO	0	1 involved in city government	5
++ Text units 8-9:					
(1)	18	18 OTHRINFO	0	1 city council meetings and signs by businesses	8
(1)	19	19 OTHRINFO	0	1 mayor and [relative] ¹ (city councilmen)	9
++ Text units 15-15:					
(1)	49	50 OTHRINFO	0	1 people involved in it	15
++ Text units 20-20:					
(1)	92	96 OTHRINFO	0	1 Contacts with city staff	20
++ Text units 32-32:					
(1)	140	142 OTHRINFO	0	1 City Government and chamber	32
++ Text units 35-35:					
(1)	149	154 OTHRINFO	0	1 through work and city hall	35
++ Text units 39-39:					
(1)	162	171 OTHRINFO	0	1 city council meetings	39
++ Text units 41-41:					
(1)	171	178 OTHRINFO	0	1 brother	41
++ Text units 49-49:					
(1)	212	219 OTHRINFO	0	1 meetings on Tues.	49
++ Text units 54-54:					
(1)	227	235 OTHRINFO	0	1 city council meetings	54
++ Text units 58-59:					
(1)	250	258 OTHRINFO	0	1 the city itself, go ask directly	58
(1)	255	264 OTHRINFO	0	1 [Relative] ¹ on City Council	59
++ Text units 69-72:					
(1)	271	280 OTHRINFO	0	1 personal experience	69
(1)	272	281 OTHRINFO	0	1 his own observations	70
(1)	274	283 OTHRINFO	0	1 city hall	71
(1)	283	287 OTHRINFO	0	1 agenda for the meetings	72

¹ Explicit information deleted to maintain respondents confidentiality.

++ Text units 76-76:				
302	315 OTHRINFO	0	1 [personally identifying information] ¹	76
(1)				
++ Text units 78-78:				
307	316 OTHRINFO	0	1 [personally identifying information] ¹	
78				
(1)				
++ Text units 80-80:				
322	335 OTHRINFO	0	1 city officials	80
(1)				
++ Text units 82-82:				
324	339 OTHRINFO	0	1 work, city directly	82
(1) (5)				
++ Text units 92-92:				
365	380 OTHRINFO	0	1 city hall	92
(1)				
++ Text units 94-94:				
372	388 OTHRINFO	0	1 through organizations I belong to -	
speakers				94
(1)				
++ Text units 99-100:				
386	403 OTHRINFO	0	1 bulletins or flyers or business owners	99
(1) (2)				
392	408 OTHRINFO	0	1 my husband	100
(1)				

Category 3: Cable Television

++ Text units 17-17:

77 80 OTHRINFO 0 1 channel 2, the one with the city
commission meetings on it 17
(4)

++ Text units 24-24:

106 111 OTHRINFO 0 1 Local TV 24
(4)

++ Text units 53-53:

226 233 OTHRINFO 0 1 channel 2 PIGC 53
(4)

++ Text units 63-63:

262 270 OTHRINFO 0 1 channel 2 63
(4)

++ Text units 74-74:

290 300 OTHRINFO 0 1 TV 74
(4)

++ Text units 98-98:

385 400 OTHRINFO 0 1 channel 2 98
(4)

++ Text units 103-103:

405 422 OTHRINFO 0 1 TV at elections times 103
(4)

Category 4: Web Site

++ Text units 11-12:

29 25 OTHRINFO 0 1 Would like to rely on internet, but
nothing up to date 11

(3)
38 39 OTHRINFO 0 1 web site 12

(3)
++ Text units 25-25:

109 107 OTHRINFO 0 1 web page 25

(3)
++ Text units 50-50:

215 222 OTHRINFO 0 1 internet 50

(3)

Category 5: Other

++ Text units 4-4:

13 9 OTHRINFO 0 1 I tape their meetings and keep a city
file on them and on the individuals who have done wrong 4
(5)

++ Text units 6-6:

15 15 OTHRINFO 0 1 business 6
(5)

++ Text units 14-14:

47 44 OTHRINFO 0 1 different organizations in the city like
the Steve Hearld museum, theatre, local church, etc. 14
(5)

++ Text units 16-16:

67 70 OTHRINFO 0 1 when calling specific department 16
(5)

++ Text units 26-26:

111 114 OTHRINFO 0 1 a couple of business people have
informed me 26
(5)

++ Text units 31-31:

138 143 OTHRINFO 0 1 newspapers-other 31
(2) (5)

++ Text units 33-33:

142 149 OTHRINFO 0 1 city calendar 33
(5)

++ Text units 35-36:

149 154 OTHRINFO 0 1 through work and city hall 35
(1) (5)

154 162 OTHRINFO 0 1 city calendar 36
(5)

++ Text units 42-43:

177 185 OTHRINFO 0 1 Chamber of Commerce 42
(5)

178 187 OTHRINFO 0 1 paper and work place/people 43
(2) (5)

++ Text units 46-46:

187 195 OTHRINFO 0 1 Manistee police department 46
(5)

++ Text units 52-52:

221 228 OTHRINFO 0 1 city calendar that used to come out
with school calendars 52
(5)

++ Text units 57-57:

244 253 OTHRINFO 0 1 Chamber of Commerce puts out a manual of
annual activities 57
(5)

++ Text units 62-62:

261 272 OTHRINFO 0 1 sign by chamber of commerce 62
(5)

++ Text units 64-64:

263 271 OTHRINFO 0 1 police scanner 64
(5)

++ Text units 66-66:

267 277 OTHRINFO 0 1 scanner 66
(5)

++ Text units 68-68:

269 276 OTHRINFO 0 1 see what's happening 68

(5)
 ++ Text units 77-77:
 306 320 OTHRINFO 0 1 fire dept member 77
 (5)
 ++ Text units 79-79:
 312 322 OTHRINFO 0 1 scanner 79
 (5)
 ++ Text units 81-84:
 323 334 OTHRINFO 0 1 the schools 81
 (5)
 324 339 OTHRINFO 0 1 work, city directly 82
 (1) (5)
 329 340 OTHRINFO 0 1 children 83
 (5)
 330 343 OTHRINFO 0 1 organizations 84
 (5)
 ++ Text units 87-87:
 340 353 OTHRINFO 0 1 school 87
 (5)
 ++ Text units 91-91:
 364 378 OTHRINFO 0 1 Chamber of commerce brochures. Notices
 at city hall. 91
 (2) (5)
 ++ Text units 95-95:
 373 389 OTHRINFO 0 1 job 95
 (5)
 ++ Text units 101-102:
 393 410 OTHRINFO 0 1 service clubs 101
 (5)
 400 416 OTHRINFO 0 1 local advertising 102
 (5)

Why has the quality of life declined because of the casino?

Category 1: Traffic Issues/Roads

++ Text units 2-3:					
6	4	HowDecl	0	1 Traffic, a big thing, you never used to have to worry about it, now you do. It has some pluses too. (development etc.)	2
(1)					
13	9	HowDecl	0	1 traffic congestion, fishermen unhappy	3
(1)					
++ Text units 5-6:					
23	23	HowDecl	0	1 traffic	5
(1)					
24	24	HowDecl	0	1 traffic	6
(1)					
++ Text units 8-9:					
26	27	HowDecl	0	1 traffic	8
(1)					
29	25	HowDecl	0	1 increase in traffic-not equipped for it. Temptation to spend money people don't have. Need better roads.	9
(1)	(3)				
++ Text units 11-11:					
49	50	HowDecl	0	1 traffic problems	11
(1)					
++ Text units 13-14:					
66	71	HowDecl	0	1 traffic is too much for town to handle, families moving in are lower income	13
(1)	(2)				
71	72	HowDecl	0	1 traffic problems, no light at 8th street and speed limits too high by catholic central high school	14
(1)					
++ Text units 21-22:					
105	104	HowDecl	0	1 Traffic has increased, so it is really hard to get around. People are out gambling that really can't afford it, and it is just a bad influence. I hate to see our children influenced by that sort of thing. It is establishing a wrong sense of values.	21
(1)	(3)				
115	120	HowDecl	0	1 Traffic is too much. We volunteer and entering 31 is almost impossible at times	22
(1)					
++ Text units 24-27:					
121	127	HowDecl	0	1 traffic	24
(1)					
122	122	HowDecl	0	1 People spending money on casino now that is needed for food, clothes, and family. Too much traffic congestion	25
(1)	(3)				
133	139	HowDecl	0	1 traffic is congested, difficult to get through town	26
(1)					
141	147	HowDecl	0	1 traffic	27
(1)					
++ Text units 29-29:					
145	150	HowDecl	0	1 traffic	29
(1)					
++ Text units 31-32:					
148	153	HowDecl	0	1 greater traffic.	31
(1)					

152	157	HowDecl	0	1 traffic, and undesirable people	32
(1)	(2)				
++ Text units 34-35:					
166	176	HowDecl	0	1 traffic	34
(1)					
168	175	HowDecl	0	1 too much traffic	35
(1)					
++ Text units 38-42:					
179	186	HowDecl	0	1 So far I haven't seen improvements in jobs, traffic and crime are both getting worse	38
(1)	(2)				
189	197	HowDecl	0	1 traffic, doesn't like the environment the casino creates	39
(1)	(6)				
196	204	HowDecl	0	1 The city can't handle the traffic, but the businesses are probably kept open longer	40
(1)					
200	207	HowDecl	0	1 traffic	41
(1)					
201	208	HowDecl	0	1 traffic from home to highway	42
(1)					
++ Text units 45-45:					
211	217	HowDecl	0	1 people in Manistee are not ready for the casino -- more bankruptcies and suicides; not enough room for extra people, roads aren't prepared	45
(1)	(6)				
++ Text units 47-54:					
216	224	HowDecl	0	1 traffic	47
(1)					
218	225	HowDecl	0	1 traffic is problem	48
(1)					
221	228	HowDecl	0	1 traffic	49
(1)					
222	230	HowDecl	0	1 traffic is bad now : 'not-so-desirable characters coming to town': morally opposed to casino	50
(1)	(2)				
224	229	HowDecl	0	1 traffic increasing; drawn in a bigger crowd from other areas (more on criminal side)	51
(1)	(2)				
226	233	HowDecl	0	1 traffic problems	52
(1)					
232	239	HowDecl	0	1 increased traffic flow	53
(1)					
238	243	HowDecl	0	1 more traffic, concerned about people spending money at casino instead of family and necessities	54
(1)	(3)				
++ Text units 57-59:					
244	253	HowDecl	0	1 The city will be busier	57
(1)					
251	260	HowDecl	0	1 more traffic and accidents	58
(1)					
253	263	HowDecl	0	1 more people in town, more traffic	59
(1)					
++ Text units 63-65:					
269	276	HowDecl	0	1 traffic	63
(1)					
270	279	HowDecl	0	1 a lot more traffic	64

(1)
272 281 HowDecl 0 1 traffic 65
(1)
++ Text units 67-69:
278 289 HowDecl 0 1 added traffic, potential of crime 67
(1) (2)
280 290 HowDecl 0 1 traffic is horrible, don't feel it's
improved employment opportunities, the aesthetics are not pleasing. 68
(1) (4)
283 287 HowDecl 0 1 more traffic and disapprove of gambling,
so giving the city a bad reputation 69
(1) (3)
++ Text units 76-80:
310 323 HowDecl 0 1 traffic 76
(1)
311 324 HowDecl 0 1 have more people in town, traffic is a
lot worse 77
(1)
312 322 HowDecl 0 1 traffic to congested 78
(1)
322 335 HowDecl 0 1 traffic, minor crimes 79
(1) (2)
326 338 HowDecl 0 1 traffic congestion, local gambling 80
(1) (3)
++ Text units 82-82:
333 345 HowDecl 0 1 traffic hazard, corner between us-31 and
m-22 has become hazardous, and people pull out going 55 mph. 82
(1)
++ Text units 84-85:
347 359 HowDecl 0 1 the traffic is horrific going north to
the casino and further, and different people coming to area (broader
scope) 84
(1) (2)
355 369 HowDecl 0 1 Increased traffic. Put people in debt. 85
(1) (6)
++ Text units 88-89:
367 381 HowDecl 0 1 traffic 88
(1)
368 382 HowDecl 0 1 Increased traffic on US-31. There is a
lot more people coming through from all over the state and other places,
but they are not necessarily spending money in the town, they just spend
money at the casino. 89
(1) (6)
++ Text units 91-92:
394 409 HowDecl 0 1 the traffic is terrible, prices are
rising 91
(1) (4)
400 416 HowDecl 0 1 traffic 92
(1)

Category 2: Gambling/ Bad Choices

++ Text units 9-9:

29 25 HowDecl 0 1 increase in traffic-not equipped for it.
Temptation to spend money people don't have. Need better roads. 9
(1) (3)

++ Text units 16-17:

76 81 HowDecl 0 1 money being spent there rather than
being spent on necessities for the family. Promoting bad decisions 16
(3)

90 93 HowDecl 0 1 against gambling 17
(3)

++ Text units 20-21:

100 106 HowDecl 0 1 Against gambling 20
(3)

105 104 HowDecl 0 1 Traffic has increased, so it is really
hard to get around. People are out gambling that really can't afford it,
and it is just a bad influence. I hate to see our children influenced by
that sort of thing. It is establishing a wrong sense of values. 21
(1) (3)

++ Text units 23-23:

119 125 HowDecl 0 1 people that can't afford to do so go
there and spend \$ trying to make it big 23
(3)

++ Text units 25-25:

122 122 HowDecl 0 1 People spending money on casino now that
is needed for food, clothes, and family. Too much traffic congestion 25
(1) (3)

++ Text units 33-33:

153 158 HowDecl 0 1 increases crime, depreciates value of
property, spend too much money they can't afford, affects people's
attitudes, attracts people of not good character 33
(2) (3)

++ Text units 54-54:

238 243 HowDecl 0 1 more traffic, concerned about people
spending money at casino instead of family and necessities 54
(1) (3)

++ Text units 61-62:

260 268 HowDecl 0 1 Gambling problems with citizens is
important....and it is too available for people with gambling problems. 61
(3)

263 271 HowDecl 0 1 people need their money for other
things, makes rent to go up higher, things would be better if it was not
there 62
(3) (4)

++ Text units 69-69:

283 287 HowDecl 0 1 more traffic and disapprove of gambling,
so giving the city a bad reputation 69
(1) (3)

++ Text units 71-72:

289 298 HowDecl 0 1 a lot of people are spending their money
out there and should be spending it on their families 71
(3)

290 300 HowDecl 0 1 people are spending money they don't have 72
(3)

++ Text units 74-75:

298 310 HowDecl 0 1 non-gamblers end up losing a lot--become
addictive to people who are not gamblers 74

(3)
305 317 HowDecl 0 1 people losing money and going back 75
(3)
++ Text units 80-81:
326 338 HowDecl 0 1 traffic congestion, local gambling 80
(1) (3)
332 342 HowDecl 0 1 decrease in moral character 81
(3)
++ Text units 83-83:
334 346 HowDecl 0 1 she sees old people spending money they
don't have-basically the addiction aspect. 83
(3)
++ Text units 90-90:
370 383 HowDecl 0 1 people spend too much money there already 90
(3)
++ Text units 93-93:
403 424 HowDecl 0 1 too many people spending money they
don't have 93
(3)

Category 3: Crime/Poverty/Undesirable People

++ Text units 10-10:

32 33 HowDecl 0 1 brought in a whole new class of people,
worse 10
(2)

++ Text units 12-13:

57 59 HowDecl 0 1 Poverty level not good with casino,
create more problems 12
(2)

66 71 HowDecl 0 1 traffic is too much for town to handle,
families moving in are lower income 13
(1) (2)

++ Text units 18-19:

93 94 HowDecl 0 1 Awful - too many crimes, bringing
low-life, airplane travel. Too many tourists. 18
(2) (6)

97 101 HowDecl 0 1 type of people that come in 19
(2)

++ Text units 30-30:

146 152 HowDecl 0 1 crime 30
(2)

++ Text units 32-33:

152 157 HowDecl 0 1 traffic, and undesirable people 32
(1) (2)

153 158 HowDecl 0 1 increases crime, depreciates value of
property, spend too much money they can't afford, affects people's
attitudes, attracts people of not good character 33
(2) (3)

++ Text units 38-38:

179 186 HowDecl 0 1 So far I haven't seen improvements in
jobs, traffic and crime are both getting worse 38
(1) (2)

++ Text units 43-43:

206 212 HowDecl 0 1 character of the citizens is greatly
declining - causing money to get out of circulation from businesses in
the area 43
(2)

++ Text units 50-51:

222 230 HowDecl 0 1 traffic is bad now : 'not-so-desirable
characters coming to town': morally opposed to casino 50
(1) (2)

224 229 HowDecl 0 1 traffic increasing; drawn in a bigger
crowd from other areas (more on criminal side) 51
(1) (2)

++ Text units 56-56:

243 246 HowDecl 0 1 the types of tourists coming are
effecting quality of life - bad influences providing an unsafe atmosphere 56
(2)

++ Text units 67-67:

278 289 HowDecl 0 1 added traffic, potential of crime 67
(1) (2)

++ Text units 79-79:

322 335 HowDecl 0 1 traffic, minor crimes 79
(1) (2)

++ Text units 84-84:

347 359 HowDecl 0 1 the traffic is horrific going north to
the casino and further, and different people coming to area (broader

scope)

(1)

(2)

84

Category 4: Negative Economic Impact

++ Text units 28-28:

143 148 HowDecl 0 1 rent of the homes in that area. 28
(4)

++ Text units 37-37:

177 185 HowDecl 0 1 the pawn shop 37
(4)

++ Text units 46-46:

212 219 HowDecl 0 1 took her hairdresser away 46
(4)

++ Text units 62-62:

263 271 HowDecl 0 1 people need their money for other
things, makes rent to go up higher, things would be better if it was not
there 62
(3) (4)

++ Text units 68-68:

280 290 HowDecl 0 1 traffic is horrible, don't feel it's
improved employment opportunities, the aesthetics are not pleasing. 68
(1) (4)

++ Text units 70-70:

287 297 HowDecl 0 1 gas is expensive 70
(4)

++ Text units 73-73:

294 304 HowDecl 0 1 too many business places hurting for
help and a lot of other bad changes 73
(4)

++ Text units 86-87:

362 377 HowDecl 0 1 property values have sky rocketed 86
(4)

363 376 HowDecl 0 1 Hotel and restaurants are full. 87
(4)

++ Text units 91-91:

394 409 HowDecl 0 1 the traffic is terrible, prices are
rising 91
(1) (4)

++ Text units 94-94:

405 422 HowDecl 0 1 too many businesses have closed because
of it 94
(4)

Category 5: Other

++ Text units 4-4:

21 21 HowDecl 0 1 took all workers needed in other fields 4
(6)

++ Text units 7-7:

25 26 HowDecl 0 1 When there isn't anything going on, they
blame it on the casino, like the hospital, they say they don't have
adequate help and they blame it on the casino. 7
(6)

++ Text units 15-15:

72 75 HowDecl 0 1 their first intent was to build sports
facilities, and that would have been better, going to deteriorate the
city. Individuals can't just go for entertainment, they get very much
involved and it is almost like an illness, for everyone. Odd thing, that
elderly are sent there. 15
(6)

++ Text units 18-18:

93 94 HowDecl 0 1 Awful - too many crimes, bringing
low-life, airplane travel. Too many tourists. 18
(2) (6)

++ Text units 36-36:

172 180 HowDecl 0 1 everything is focused on that 36
(6)

++ Text units 39-39:

189 197 HowDecl 0 1 traffic, doesn't like the environment
the casino creates 39
(1) (6)

++ Text units 44-45:

209 216 HowDecl 0 1 don't know 44
(6)

211 217 HowDecl 0 1 people in Manistee are not ready for the
casino -- more bankruptcies and suicides; not enough room for extra
people, roads aren't prepared 45
(1) (6)

++ Text units 55-55:

240 249 HowDecl 0 1 there are problems over who is benefiting 55
(6)

++ Text units 60-60:

259 267 HowDecl 0 1 no lasting value to the residents; only
benefits temporarily 60
(6)

++ Text units 66-66:

274 283 HowDecl 0 1 not the business that should be there 66
(6)

++ Text units 85-85:

355 369 HowDecl 0 1 Increased traffic. Put people in debt. 85
(1) (6)

++ Text units 89-89:

368 382 HowDecl 0 1 Increased traffic on US-31. There is a
lot more people coming through from all over the state and other places,
but they are not necessarily spending money in the town, they just spend
money at the casino. 89
(1) (6)

What "more" the city could do to prepare for the opening of the casino?

Category 1: Traffic

++ Text units 3-5:

8 10 WhatMore 0 1 more traffic control on the highway,
esp. during school times 3
(2)

10 12 WhatMore 0 1 fix traffic on highway 4
(2)

12 13 WhatMore 0 1 enforce traffic and control it 5
(2)

++ Text units 8-11:

16 14 WhatMore 0 1 no opinion. Traffic at some point will
be a problem. 8
(2)

19 19 WhatMore 0 1 conduct some traffic pattern counts to
see whether additional traffic signals need to be added 9
(2)

23 23 WhatMore 0 1 traffic control 10
(2)

24 24 WhatMore 0 1 get different traffic situation 11
(2)

++ Text units 13-13:

30 30 WhatMore 0 1 stop light on corner of 22 and 31 13
(2)

++ Text units 18-20:

48 47 WhatMore 0 1 not sure because I think that it's the
county, but definitely better traffic and ability for more stores to come
into town (Meijer) I don't agree with the city manager 18
(2) (3)

49 50 WhatMore 0 1 get the streets and traffic signals
ready for the traffic 19
(2)

50 51 WhatMore 0 1 plan on wider streets, widening highway.
Traffic congestion 20
(2)

++ Text units 23-23:

58 61 WhatMore 0 1 streets unprepared; traffic system
unprepared; police protection AND goodwill need to be mixed; no
activities for people that did not want to gamble (even in summer) 23
(2) (5)

++ Text units 25-27:

68 69 WhatMore 0 1 Traffic control. It is the township and
county which need more traffic lights in major intersections. 25
(2)

71 72 WhatMore 0 1 prepare for the traffic-signals and
roads, etc. Bad timing for construction 26
(2)

72 75 WhatMore 0 1 nothing. The little river band should
hire their own people, not the city. Greater parking, need to market
Manistee better and provide information to people. 27
(2) (3) (5)

++ Text units 34-34:

102 108 WhatMore 0 1 the highway and traffic are a problem 34
(2)

++ Text units 36-36:

112	117 WhatMore	0	1 More ready for traffic	36
(2)				
++ Text units 40-40:				
127	132 WhatMore	0	1 roads need to be better in and out of town. Traffic congestion is bad	40
(2)				
++ Text units 44-45:				
136	144 WhatMore	0	1 Streets improved, job force been better prepared, business owners are devastated by the casino in a negative way, no day care for workers at the casino, and traffic flow tremendous	44
(1)	(2)	(3)		
138	143 WhatMore	0	1 Too much traffic, lights not suitable either	45
(2)				
++ Text units 47-48:				
145	150 WhatMore	0	1 have better traffic patterns	47
(2)				
148	153 WhatMore	0	1 streets need to be dealt with (the traffic problem.)	48
(2)				
++ Text units 50-50:				
152	157 WhatMore	0	1 thought into traffic flow	50
(2)				
++ Text units 52-53:				
154	162 WhatMore	0	1 look at traffic patterns within the city	52
(2)				
155	161 WhatMore	0	1 they should have left Parkdale four lanes, there should be a stoplight M22 and 31	53
(2)				
++ Text units 55-56:				
162	171 WhatMore	0	1 traffic problems, hotel, restaurant problems	55
(2)	(3)			
179	186 WhatMore	0	1 they need to address the traffic	56
(2)				
++ Text units 60-61:				
189	197 WhatMore	0	1 got to do something about the traffic, reroute 31 around the city and/or add more traffic lights	60
(2)				
193	199 WhatMore	0	1 traffic, need other places like plays or shopping to direct people from the casino there	61
(2)	(3)			
++ Text units 67-74:				
211	217 WhatMore	0	1 hiring people to do study of accidents on streets needs to be done (poor planning); need more blinking lights and stop lights and enforcement of speed limits	67
(1)	(2)			
214	221 WhatMore	0	1 traffic patterns are inadequate	68
(2)				
218	225 WhatMore	0	1 put in a light by 10th street	69
(2)				
219	226 WhatMore	0	1 not enough restaurants, motels, traffic flow needs to be fixed	70
(1)	(2)			
220	227 WhatMore	0	1 have the main road and construction done before the casino, get rid of the detours because too much traffic will come through the residential areas	71

(2)
221 228 WhatMore 0 1 prepared for the traffic 72
(2)
222 230 WhatMore 0 1 new stoplights: more cops 73
(2) (5)
223 231 WhatMore 0 1 fix traffic problems 74
(2)
++ Text units 80-80:
251 260 WhatMore 0 1 they need to change the speed limit on
US-31 (lower the speed limit) 80
(2)
++ Text units 84-85:
265 274 WhatMore 0 1 put up more stop lights, there is a
traffic problem, it is hard to get to the highway 84
(2)
269 276 WhatMore 0 1 traffic situation, esp. north Parkdale
by hospital, speed limit is too high and not enough control there 85
(2)
++ Text units 87-87:
275 285 WhatMore 0 1 traffic improvements 87
(2)
++ Text units 89-89:
280 290 WhatMore 0 1 need to improve traffic situation, more
info about it before opening 89
(1) (2)
++ Text units 92-92:
289 298 WhatMore 0 1 something about traffic needs to be done; 92
(2)
++ Text units 97-97:
299 313 WhatMore 0 1 traffic control: crime control 97
(2)
++ Text units 100-101:
308 321 WhatMore 0 1 kick the casino out, control traffic
somehow 100
(2) (5)
310 323 WhatMore 0 1 traffic needs improvement 101
(2)
++ Text units 103-103:
313 325 WhatMore 0 1 control the traffic and get counselors
for people with gambling problems, etc. 103
(2) (5)
++ Text units 105-105:
322 335 WhatMore 0 1 prepared for the traffic 105
(2)
++ Text units 107-108:
326 338 WhatMore 0 1 do something about the traffic 107
(2)
331 344 WhatMore 0 1 restaurants, and hotels, traffic lights 108
(2) (3)
++ Text units 110-110:
333 345 WhatMore 0 1 should install a full traffic light for
peak hours. 110
(2)
++ Text units 114-114:
343 355 WhatMore 0 1 Take care of traffic problems 114
(2)
++ Text units 116-117:

346	361 WhatMore	0	1 take care of traffic and be around if we need help	116
(2)	(5)			
351	366 WhatMore	0	1 They need to deal with traffic,	117
(2)				
++ Text units 119-120:				
356	370 WhatMore	0	1 Things in the way of road improvement, and counseling for gambling problems (the casino should also help in this as well as the road improvements)	119
(2)	(5)			
359	374 WhatMore	0	1 need more traffic lights, another entrance to the casino, extend the express way to bypass through town	120
(2)				
++ Text units 122-126:				
363	376 WhatMore	0	1 Need a lot more traffic control and wider highway and lights.	122
(2)				
365	380 WhatMore	0	1 a number of decisions should have been made before the opening of casino, such as money, etc. Traffic provisions should have been better made	123
(1)	(2)			
368	382 WhatMore	0	1 There should be a stop light put up at US 31 and M 22.	124
(2)				
369	385 WhatMore	0	1 control the traffic	125
(2)				
370	383 WhatMore	0	1 traffic prep.--how to handle it	126
(2)				
++ Text units 128-129:				
375	391 WhatMore	0	1 traffic lights needed	128
(2)				
376	392 WhatMore	0	1 do something about the traffic --- specifically on 8th street (caution light on corner doesn't do any good, needs a stop light)	129
(2)				
++ Text units 134-134:				
400	416 WhatMore	0	1 traffic lights; confusion over who had authority -- none of this was dealt with before the opening	134
(1)	(2)			
++ Text units 137-137:				
408	426 WhatMore	0	1 traffic light in front of Casino on 31	137
(2)				

Category 2: Attract/Plan for more businesses

++ Text units 14-15:

33 34 WhatMore 0 1 Go back to city planning. Bring in
different businesses.. 14
(1) (3)

41 38 WhatMore 0 1 build a few things to get in on what the
casino draws in 15
(3)

++ Text units 17-18:

47 44 WhatMore 0 1 should be courting more industry and
better jobs in the area. Add another super market, only 2 in city. 17
(3)

48 47 WhatMore 0 1 not sure because I think that it's the
county, but definitely better traffic and ability for more stores to come
into town (Meijer) I don't agree with the city manager 18
(2) (3)

++ Text units 24-24:

62 62 WhatMore 0 1 community needs nice apartment complex 24
(3)

++ Text units 27-27:

72 75 WhatMore 0 1 nothing. The little river band should
hire their own people, not the city. Greater parking, need to market
Manistee better and provide information to people. 27
(2) (3) (5)

++ Text units 32-32:

93 94 WhatMore 0 1 Should get more jobs- higher
paying-factories, benefits & fair wage. 32
(3)

++ Text units 37-39:

118 121 WhatMore 0 1 the city didn't prepare the business
community for the labor shortage due to the casino.....The casino took
about 400 people out of the work force. The city didn't consider this
impact on a short-term level. 37
(1) (3)

121 127 WhatMore 0 1 help the smaller stores survive 38
(3)

126 130 WhatMore 0 1 need a few restaurants that stay open
later for something to do after casino. Add a few more hotels. 39
(3)

++ Text units 44-44:

136 144 WhatMore 0 1 Streets improved, job force been better
prepared, business owners are devastated by the casino in a negative way,
no day care for workers at the casino, and traffic flow tremendous 44
(1) (2) (3)

++ Text units 51-51:

153 158 WhatMore 0 1 not adequate parking in town for
shopping, not adequate shops, not adequate restaurants (different classes
and types) 51
(3) (5)

++ Text units 54-55:

161 165 WhatMore 0 1 create more jobs for the town 54
(3)

162 171 WhatMore 0 1 traffic problems, hotel, restaurant
problems 55
(2) (3)

++ Text units 57-58:

181 184 WhatMore 0 1 should allow more businesses and

factories into the city, need more than just k-mart. Find something for kids to do, build something to rollerblade or skate board since so many kids are doing it and are getting in trouble for being in the streets and are mostly not causing problems. Need year round. 57
 (3) (5)

184 191 WhatMore 0 1 get EDO looking for small companies to come in, keep it from becoming a retirement community, need factories and jobs, residence don't look access to fifth avenue beach. 58
 (3)

++ Text units 61-61:
 193 199 WhatMore 0 1 traffic, need other places like plays or shopping to direct people from the casino there 61
 (2) (3)

++ Text units 63-63:
 203 211 WhatMore 0 1 helping with advertising--attracting tourism 63
 (3)

++ Text units 66-66:
 209 216 WhatMore 0 1 get other business to come to the town 66
 (3)

++ Text units 91-91:
 286 293 WhatMore 0 1 put more effort into keeping local businesses abreast of how they would be affected by the increase of people in town, etc. and what changes they would need to make 91
 (3)

++ Text units 96-96:
 298 310 WhatMore 0 1 allow more commercial businesses into the city--lots of job opportunities for employment 96
 (3)

++ Text units 106-106:
 325 337 WhatMore 0 1 Need to expand, better airport, more hotels. 106
 (3) (5)

++ Text units 108-108:
 331 344 WhatMore 0 1 restaurants, and hotels, traffic lights 108
 (2) (3)

++ Text units 112-113:
 335 348 WhatMore 0 1 more rentals 112
 (3)

337 349 WhatMore 0 1 worked more with police and hotels/restaurants 113
 (3) (5)

++ Text units 130-130:
 377 390 WhatMore 0 1 push more for industry for better jobs, which means more schools, and bigger taxes 130
 (3) (5)

Category 3: Better planning/More discussion

++ Text units 1-2:

2 3 WhatMore 0 1 think things through before
decisions-more research 1
(1)

6 4 WhatMore 0 1 Could have been more talk and planning,
intercommunity coordination. 2
(1)

++ Text units 7-7:

15 15 WhatMore 0 1 responsiveness, good management,
qualified personal 7
(1)

++ Text units 14-14:

33 34 WhatMore 0 1 Go back to city planning. Bring in
different businesses. 14
(1) (3)

++ Text units 35-35:

107 113 WhatMore 0 1 Faster in preparing for it and for
different problems that may arise. 35
(1)

++ Text units 37-37:

118 121 WhatMore 0 1 the city didn't prepare the business
community for the labor shortage due to the casino.....The casino took
about 400 people out of the work force. The city didn't consider this
impact on a short-term level. 37
(1) (3)

++ Text units 44-44:

136 144 WhatMore 0 1 Streets improved, job force been better
prepared, business owners are devastated by the casino in a negative way,
no day care for workers at the casino, and traffic flow tremendous 44
(1) (2) (3)

++ Text units 67-67:

211 217 WhatMore 0 1 hiring people to do study of accidents
on streets needs to be done (poor planning); need more blinking lights
and stop lights and enforcement of speed limits 67
(1) (2)

++ Text units 70-70:

219 226 WhatMore 0 1 not enough restaurants, motels, traffic
flow needs to be fixed 70
(1) (2)

++ Text units 77-78:

240 249 WhatMore 0 1 need better grip on management 77
(1)

243 246 WhatMore 0 1 actually listen to the people views 78
(1)

++ Text units 83-83:

264 273 WhatMore 0 1 LISTEN to the suggestions of the citizens 83
(1)

++ Text units 89-89:

280 290 WhatMore 0 1 need to improve traffic situation, more
info about it before opening 89
(1) (2)

++ Text units 118-118:

354 365 WhatMore 0 1 we have to have open and realistic
communication with the community and county, mental health should have
been prepared with resulting addiction and alcoholism from gambling. 118
(1) (5)

++ Text units 123-123:

365 380 WhatMore 0 1 a number of decisions should have been
made before the opening of casino, such as money, etc. Traffic provisions
should have been better made

123

(1) (2)

++ Text units 127-127:

374 386 WhatMore 0 1 the city government should listen to the
citizens of Manistee; city has done some things that people may not
like/want; it seems like it's a joke to get involved

127

(1)

++ Text units 134-134:

400 416 WhatMore 0 1 traffic lights; confusion over who had
authority -- none of this was dealt with before the opening

134

(1) (2)

Category 4: Other

++ Text units 6-6:
 13 9 WhatMore 0 1 nothing-they won't and can't do anything 6
 (5)

++ Text units 12-12:
 25 26 WhatMore 0 1 should get police force in order to tell
 people what tribal authorities exist, and inform the city people what is
 going on. 12
 (5)

++ Text units 16-16:
 44 45 WhatMore 0 1 listen to casino's comments 16
 (5)

++ Text units 21-23:
 52 53 WhatMore 0 1 improve water 21
 (5)

56 54 WhatMore 0 1 let the casino be and keep the city out
 of it 22
 (5)

58 61 WhatMore 0 1 streets unprepared; traffic system
 unprepared; police protection AND goodwill need to be mixed; no
 activities for people that did not want to gamble (even in summer) 23
 (2) (5)

++ Text units 27-29:
 72 75 WhatMore 0 1 nothing. The little river band should
 hire their own people, not the city. Greater parking, need to market
 Manistee better and provide information to people. 27
 (2) (3) (5)

75 79 WhatMore 0 1 get a new mayor 28
 (5)

83 86 WhatMore 0 1 Recreation center-more towards kids
 (swimming pool there) 29
 (5)

++ Text units 31-31:
 85 89 WhatMore 0 1 organize snow removal. Stop running on a
 schedule when you go around when there is no snow 31
 (5)

++ Text units 33-33:
 100 106 WhatMore 0 1 Shouldn't have it all together 33
 (5)

++ Text units 42-43:
 133 139 WhatMore 0 1 voting system before it entered the
 community 42
 (5)

135 140 WhatMore 0 1 worse is yet to come 43
 (5)

++ Text units 46-46:
 139 146 WhatMore 0 1 make it more available, quit fighting it. 46
 (5)

++ Text units 51-51:
 153 158 WhatMore 0 1 not adequate parking in town for
 shopping, not adequate shops, not adequate restaurants (different classes
 and types) 51
 (3) (5)

++ Text units 57-57:
 181 184 WhatMore 0 1 should allow more businesses and
 factories into the city, need more than just k-mart. Find something for
 kids to do, build something to rollerblade or skate board since so many

kids are doing it and are getting in trouble for being in the streets and
are mostly not causing problems. Need year round. 57

(3) (5)

++ Text units 64-65:

204 214 WhatMore 0 1 didn't have police protection at the
casino, wasn't in place before it opened 64

(5)

207 215 WhatMore 0 1 gambling casino environment is not a
positive influence 65

(5)

++ Text units 73-73:

222 230 WhatMore 0 1 new stoplights: more cops 73

(2) (5)

++ Text units 75-76:

228 234 WhatMore 0 1 city reneged on commercial fishing
agreements with the Native Americans--this should be fixed 75

(5)

239 248 WhatMore 0 1 law enforcement--get more 76

(5)

++ Text units 79-79:

246 254 WhatMore 0 1 the casino has no effect, no prep needed 79

(5)

++ Text units 81-82:

255 264 WhatMore 0 1 Pay ore attention to zoning ordinances 81

(5)

260 268 WhatMore 0 1 they didn't have policing in
effect...there was a scramble at the last minute 82

(5)

++ Text units 86-86:

273 282 WhatMore 0 1 improve the water 86

(5)

++ Text units 88-88:

278 289 WhatMore 0 1 don't have answer 88

(5)

++ Text units 93-93:

290 300 WhatMore 0 1 close it down 93

(5)

++ Text units 95-95:

297 305 WhatMore 0 1 nothing--the casino is a separate
contract, a federal deal, city shouldn't be involved 95

(5)

++ Text units 99-100:

301 312 WhatMore 0 1 not let it come in 99

(5)

308 321 WhatMore 0 1 kick the casino out, control traffic
somehow 100

(2) (5)

++ Text units 103-104:

313 325 WhatMore 0 1 control the traffic and get counselors
for people with gambling problems, etc. 103

(2) (5)

316 329 WhatMore 0 1 get rid of it 104

(5)

++ Text units 106-106:

325 337 WhatMore 0 1 Need to expand, better airport, more
hotels. 106

(3) (5)

++ Text units 109-109:
 332 342 WhatMore 0 1 some safety net for people who will have
 gambling problems 109
 (5)

++ Text units 111-111:
 334 346 WhatMore 0 1 not put it in 111
 (5)

++ Text units 113-113:
 337 349 WhatMore 0 1 worked more with police and
 hotels/restaurants 113
 (3) (5)

++ Text units 115-116:
 344 358 WhatMore 0 1 do more for kids, 6-15 pool would be
 fine, more activities in the winter time for the kids, do more for the
 people that make less than below average. She needs help insulating her
 house but she makes too much but the mayor can get insulation in the
 houses that she owns. 115
 (5)

346 361 WhatMore 0 1 take care of traffic and be around if we
 need help 116
 (2) (5)

++ Text units 118-119:
 354 365 WhatMore 0 1 we have to have open and realistic
 communication with the community and county, mental health should have
 been prepared with resulting addiction and alcoholism from gambling. 118
 (1) (5)

356 370 WhatMore 0 1 Things in the way of road improvement,
 and counseling for gambling problems (the casino should also help in this
 as well as the road improvements) 119
 (2) (5)

++ Text units 121-121:
 362 377 WhatMore 0 1 improve the downtown area 121
 (5)

++ Text units 130-133:
 377 390 WhatMore 0 1 push more for industry for better jobs,
 which means more schools, and bigger taxes 130
 (3) (5)

378 393 WhatMore 0 1 I don't think they should; it is up to
 the casino 131
 (5)

388 405 WhatMore 0 1 nothing 132
 (5)

394 409 WhatMore 0 1 a percent of the winnings should go to
 the schools 133
 (5)

++ Text units 135-136:
 401 421 WhatMore 0 1 it wasn't the city's job to do anything
 it is up to the Indian tribal 135
 (5)

406 417 WhatMore 0 1 appoint a city rep on the board which
 the casino is giving the money. What are they going to do with the
 money, it should be planned 136
 (5)

Category 5: Don't Know

Q

++ Text units 30-30:					
84	88 WhatMore	0	1 don't know		30
(6)					
++ Text units 49-49:					
150	155 WhatMore	0	1 I don't know		49
(6)					
++ Text units 62-62:					
196	204 WhatMore	0	1 I don't know		62
(6)					
++ Text units 90-90:					
283	287 WhatMore	0	1 haven't thought about that		90
(6)					
++ Text units 94-94:					
292	303 WhatMore	0	1 don't know		94
(6)					
++ Text units 98-98:					
300	311 WhatMore	0	1 don't know		98
(6)					
++ Text units 102-102:					
311	324 WhatMore	0	1 doesn't know		102
(6)					

What do you believe are the most important issues affecting the quality of life in Manistee?

Category 1: Jobs/Employment

++ Text units 4-4:

5 7 WhyQual 0 1 more jobs, but they are getting there now 4
(5)

++ Text units 6-8:

8 10 WhyQual 0 1 traffic due to the casino, need more business 6
(4) (5)

9 11 WhyQual 0 1 Need more growth, it hasn't grown, but the casino has brought a lot and changed the way of living. We need a lot to keep the younger people here. Not just the casino, but business, etc. Lower taxes for the retired people and single women (widows). 7
(1) (5) (8)

10 12 WhyQual 0 1 need more better paying jobs 8
(5)

++ Text units 12-12:

14 16 WhyQual 0 1 the casino, job opportunities 12
(5) (8)

++ Text units 16-20:

18 18 WhyQual 0 1 not enough work for kids when they get out of school, people with families don't stay in Manistee, they move out until retirement. Bring more shopping to the area, even Meijer. (move to Ludington?) and need for more quality jobs for the young adults 16
(5)

19 19 WhyQual 0 1 safety educational opportunities; commercial/industrial work opportunities 17
(5) (9) (11)

20 20 WhyQual 0 1 industries shut down 18
(5)

21 21 WhyQual 0 1 wages, trying to get younger people in 19
(5)

22 22 WhyQual 0 1 Greater commercial development downtown, and definitely more restaurants. More code enforcement on the old buildings. Road improvement, first street from the highway west to the lake, Washington from the bridge to the industrial park and old us-31 through town. 20
(4) (5) (8) (12)

++ Text units 24-24:

26 27 WhyQual 0 1 more employment needed--decent employment, not low-paying jobs 24
(5)

++ Text units 27-27:

30 30 WhyQual 0 1 jobs, industry more than casino-we need 27
(5)

++ Text units 29-30:

32 33 WhyQual 0 1 promoting industry (vs. just tourism) Making it a safe place to live in and be in. More curfew laws for teens to not be on the street at night 29
(5) (11)

34 32 WhyQual 0 1 jobs, downtown area needs improvement, access to public beaches 30
(2) (5)

++ Text units 35-37:

39 40 WhyQual 0 1 jobs for permanent residents! 35

(5)
41 38 WhyQual 0 1 quiet peace, more things for younger people to do, more places for young people to come back to and roost, not to leave and stay gone (not fast food places, but places to make a good living and raise a family), not just retirees living in Manistee 36
(3) (5)
42 43 WhyQual 0 1 jobs 37
(5)
++ Text units 41-41:
47 44 WhyQual 0 1 better paying jobs for young people to stay in area, schooling needs to teach better preparation for outside world 41
(5) (9)
++ Text units 44-47:
50 51 WhyQual 0 1 ability to handle traffic and the need for more industry. Too dependent on casino. Nothing else to do. Little businesses iffy. 44
(4) (5)
51 52 WhyQual 0 1 jobs 45
(5)
53 56 WhyQual 0 1 need more factories and businesses 46
(5)
54 55 WhyQual 0 1 employment affordable living 47
(5) (13)
++ Text units 50-52:
57 59 WhyQual 0 1 City should allow for more growth-bigger stores (Meijer) Need more business. 50
(1) (5)
58 61 WhyQual 0 1 getting better businesses where people can make a better living 51
(5)
60 63 WhyQual 0 1 The school systems; the opportunities for employment; the shopping (grocery and department store) all need to be improved. Manistee has limited opportunities for fine dining, cultural exposure. The library needs to be fully funded. City services are adequate. 52
(3) (5) (9) (12)
++ Text units 55-55:
63 66 WhyQual 0 1 got to be more jobs in town to keep young people living in Manistee, only worried about tourist, not city's citizens 55
(5)
++ Text units 57-58:
65 68 WhyQual 0 1 Casino. getting more jobs in area. maintaining businesses. Schools-more police there. more people should teach their children pride in Manistee and work for it instead of leaving 57
(5) (8) (9)
66 71 WhyQual 0 1 schools, jobs, roads 58
(4) (5) (9)
++ Text units 61-61:
69 73 WhyQual 0 1 More jobs for young people 61
(5)
++ Text units 65-67:
73 78 WhyQual 0 1 getting jobs for residents, having places for kids to go 65
(3) (5)
74 77 WhyQual 0 1 opportunity for employment, recreation,

revitalizing downtown area, new high school 66
 (3) (5) (9)
 75 79 WhyQual 0 1 need to bring in more industry; more
 aggressive; need a grocery store (competition)! 67
 (5) (12)
 ++ Text units 69-70:
 77 80 WhyQual 0 1 Need to bring more industry to Manistee.
 Bigger/more stores are needed. We need good paying jobs. People leave
 for school and never come back because they get higher paying jobs in
 other places 69
 (5)
 78 82 WhyQual 0 1 economics 70
 (5)
 ++ Text units 75-76:
 85 89 WhyQual 0 1 jobs 75
 (5)
 87 91 WhyQual 0 1 Lack of good paying jobs. 76
 (5)
 ++ Text units 83-84:
 94 99 WhyQual 0 1 Job opportunities Extracurricular
 activities 83
 (3) (5)
 95 98 WhyQual 0 1 strong ed. System, restore family
 values, no activities, sports, etc. during dinner, more jobs, expand
 industrial parts, maintain tourist attraction 84
 (5) (8) (9)
 ++ Text units 93-93:
 104 112 WhyQual 0 1 the economy 93
 (5)
 ++ Text units 95-95:
 106 111 WhyQual 0 1 Recreational opportunities- non
 alcoholic for adults and anything for others. Police admin and Hospital
 admin need to be refreshed. Domestic situation- police not helpful.
 Hospital- physicians iffy. Doctor could not even look at finger shut in
 door. Told woman needs to see psychiatrist without listening. Need to
 let more businesses in the community. We have potential. Town is too
 small, but could have a lot going for it. 95
 (3) (5) (8)
 ++ Text units 97-98:
 108 116 WhyQual 0 1 More factories and clothing stores are
 needed. 97
 (5)
 109 107 WhyQual 0 1 quality from plants on the east side of
 town by Manistee lake, try but need more improvements, a few more jobs w/
 decent wages 98
 (5) (8)
 ++ Text units 100-100:
 112 117 WhyQual 0 1 Economy- too much tourism and not enough
 businesses. 100
 (5)
 ++ Text units 103-103:
 116 124 WhyQual 0 1 need more jobs that pay decently, better
 pay than at casino; officials sometimes discourage growth 103
 (1) (5)
 ++ Text units 105-106:
 118 121 WhyQual 0 1 more service orientated jobs, move away
 from industrial related jobs. Aggressive efforts of a small group of

people to create a false atmosphere (overstated condition concerning water) is dangerous. Well intentioned, but misinformed. Efforts for attention to the cause has caused a great deal of harm to the community (i.e. signs and false info). 105
 (5) (6)

119 125 WhyQual 0 1 Schools, employment 106
 (5) (9)

++ Text units 108-108:
 121 127 WhyQual 0 1 higher wage jobs needed, too much tourism 108
 (5) (8)

++ Text units 112-112:
 128 133 WhyQual 0 1 jobs for young need to be provided 112
 (5)

++ Text units 115-118:
 131 136 WhyQual 0 1 Not enough jobs that pay good wages to live in the town. Rusty water needs to be taken care of. Not enough for the kids to do, leads to destructive behavior 115
 (3) (5) (6)

132 137 WhyQual 0 1 activities for youth, economic development outside downtown area, real effort to bring in good paying long term jobs in, 116
 (3) (5)

133 139 WhyQual 0 1 the h2s deal, it's blown out of proportion. jobs could be lost. 117
 (5)

134 138 WhyQual 0 1 more work to keep young people in after they are out of school 118
 (5)

++ Text units 120-120:
 136 144 WhyQual 0 1 Financial aspects of Manistee, limited resources for people to provide for their families 120
 (5)

++ Text units 122-124:
 138 143 WhyQual 0 1 Businesses and jobs disappearing. 122
 (5)

139 146 WhyQual 0 1 industry is something the city is ignoring. It employs many people, if industry is ignore they will lose a lot of people. The younger generation will have to move if industry is ignored. The casino has helped this problem some. 123
 (5)

140 142 WhyQual 0 1 neighborhoods, safety of our family, medical facilities, education and job security. 124
 (5) (8) (11)

++ Text units 133-134:
 149 154 WhyQual 0 1 sustained growth, stable work force, safety and welfare, education, 133
 (1) (5) (9)

150 155 WhyQual 0 1 I think one is more industry...now we rely too much on tourism. For young people we need more job opportunity and make sure they keep enough police on the roads. More shopping! 134
 (5) (8)

++ Text units 136-137:
 152 157 WhyQual 0 1 lack of work that pays 136
 (5)

153 158 WhyQual 0 1 casino; churches; amount of good businesses for good areas to work in 137
 (5) (8)

++ Text units 141-141:
157 160 WhyQual 0 1 water, the weather, the pollution from
Chicago, the economic system, environmental issues, need more
recycling-make into revenue 141
(2) (5) (6) (8)

++ Text units 144-145:
160 166 WhyQual 0 1 trying to get jobs; good school system 144
(5) (9)
161 165 WhyQual 0 1 jobs and economy 145
(5)

++ Text units 148-148:
165 173 WhyQual 0 1 Lack of industry and quality of life has
improved in the police force and the schools are being supported so are
the libraries this is a good thing for the quality of life 148
(5) (8) (9)

++ Text units 151-151:
168 175 WhyQual 0 1 getting more quality jobs in the city
and more industry 151
(5)

++ Text units 155-156:
172 180 WhyQual 0 1 education, jobs, more for teens to do 155
(3) (5) (9)
174 181 WhyQual 0 1 success of industry; success of the
summer tourist boom 156
(5)

++ Text units 165-165:
183 192 WhyQual 0 1 bring more revenues for the people,
better paying jobs, more steady employment, and more recreational things
like the recreational facility with multipurposes for all ages--like a
community center 165
(3) (5)

++ Text units 167-167:
185 193 WhyQual 0 1 underpay, taxes 167
(5) (8)

++ Text units 172-172:
190 194 WhyQual 0 1 Industrial growth, more good jobs for
the younger people and old too. 172
(1) (5)

++ Text units 191-191:
209 216 WhyQual 0 1 get more businesses there, less tourism 191
(5) (8)

++ Text units 193-193:
211 217 WhyQual 0 1 low paying jobs in industrial parks,
weak unions when they used to be strong 193
(5)

++ Text units 197-198:
215 222 WhyQual 0 1 higher paying jobs 197
(5)
216 224 WhyQual 0 1 the replacement of industry with tourism
listen to all the residents instead of just a select few look at the
local fishing people and issues 198
(5) (8)

++ Text units 201-201:
219 226 WhyQual 0 1 growt in numbers requires stores, etc.
for people to use: cater to citizens rather than just tourists: city
council needs to replenish the town's industry: need jobs that have
benefits: street repair 201

(1)	(4)	(5)	(8)	(12)
++ Text units 210-210:				
228	234	WhyQual 0	1 not enough jobs: tourism pushing needs to stop	210
(5)	(8)			
++ Text units 216-216:				
235	241	WhyQual 0	1 1.increased growth and not being able to fill jobs w/ quality people bc of that growth 2.too much dependence on tourism--focus should be on industry instead 3.long term effects of casino should be considered 4.control the growth in the city 5.enforce the building codes better or they're worthless	216
(1)	(5)	(8)		
++ Text units 219-219:				
238	243	WhyQual 0	1 more industry instead of casinos tourism ground water control better quality of water	219
(2)	(5)	(6)		
++ Text units 236-236:				
256	266	WhyQual 0	1 not enough work for locals	236
(5)				
++ Text units 239-240:				
259	267	WhyQual 0	1 availability of well paying jobs; quality of school system; activites that promote community unity	239
(3)	(5)	(9)		
260	268	WhyQual 0	1 A lot more needs to be focused towards young people....in terms of jobs available. There is nothing provided warm enough for people with disabilities (water). People with disabilities need to be addressed more thouroughly	240
(5)	(8)			
++ Text units 244-244:				
264	273	WhyQual 0	1 more industry is needed	244
(5)				
++ Text units 246-246:				
266	275	WhyQual 0	1 pay scale; over-inflated real estate prices	246
(5)	(8)			
++ Text units 250-250:				
270	279	WhyQual 0	1 not enough jobs	250
(5)				
++ Text units 253-253:				
273	282	WhyQual 0	1 needs more industry, needs an Arby's, need a rollar skating rink	253
(3)	(5)	(12)		
++ Text units 259-259:				
279	291	WhyQual 0	1 schooling and bringing kids up to know right and wrong, availability of good paying and quality jobs, cleaning up unsightly building debris, etc in the city, services provided by police and fire dept.	259
(5)	(8)			
++ Text units 261-261:				
281	288	WhyQual 0	1 more industry; moe job opportunities: more activities for teens: more store competition and variety	261
(3)	(5)	(12)		
++ Text units 266-267:				
286	293	WhyQual 0	1 need more industry for better jobs with good pay and benefits; the city should attract the industry into the city and pay more attention to that area	266
(5)				

287 297 WhyQual 0 1 not enough jobs: high price of h2o and gas 267
(5) (6) (8)

++ Text units 276-278:

296 308 WhyQual 0 1 downtown needs more commerce 276
(5)

297 305 WhyQual 0 1 lack of economic opportunity for young people to work, 277
(5)

298 310 WhyQual 0 1 get some businesses in for liability sake--they are pushing out all of the people who have to work for a living (they want this to be a retirement town); new school voted in was good!; do something about breaking into vechicles 278
(5) (9) (11)

++ Text units 280-280:

300 311 WhyQual 0 1 do need to get some industry and as far as tourism they are pretty much prepared to take of that and casino will assure that 280
(5)

++ Text units 282-283:

302 315 WhyQual 0 1 education; jobs; recreation 282
(3) (5) (9)

303 314 WhyQual 0 1 more economic development more recreation for the teens to keep them off the streets 283
(3) (5)

++ Text units 290-290:

310 323 WhyQual 0 1 need to focus on the employment better jobs for people in town. 290
(5)

++ Text units 294-295:

314 328 WhyQual 0 1 growth and more jobs. 294
(1) (5)

315 326 WhyQual 0 1 good paying jobs. control of traffic. city needs to communicate better with its citizens, the paper isn't enough(or accurate)-try the internet. 295
(4) (5) (10)

++ Text units 299-299:

319 331 WhyQual 0 1 see more full time jobs-better paying ones. 299
(5)

++ Text units 301-302:

322 335 WhyQual 0 1 1.employment for high school and college grads. 2.advanced educational opportunities 3.reduction of substance abuse 4.greater exchange between opinions and appreciation for other points of view 301
(5) (8) (9) (10)

323 334 WhyQual 0 1 more activiti4es for kids and adults: more jobs: more cash 302
(3) (5)

++ Text units 304-304:

325 337 WhyQual 0 1 industry, industrial parks, they are putting them up, and leaving bad ones right next to them. Plus, the casino just went up, that will probably end up being a flop. 304
(1) (5) (8)

++ Text units 308-308:

329 340 WhyQual 0 1 schools, jobs, don't need condos,healthcare is bad, hospital isn't good, 308

(1)	(5)	(8)	(9)	(13)	
++ Text units 312-312:					
333	345	WhyQual 0	1 lack of quality employment for people, talent and intelligence lost, because there are no opportunities. it is only bars and churches.		312
(5)					
++ Text units 314-315:					
335	348	WhyQual 0	1 finding jobs		314
(5)					
336	347	WhyQual 0	1 not enough jobs for young people not enough recreation for the teenagers		315
(3) (5)					
++ Text units 329-329:					
350	364	WhyQual 0	1 more employment opportunities		329
(5)					
++ Text units 334-336:					
355	369	WhyQual 0	1 Need more jobs in the community. The citizens that live in Manistee need to be thought of more instead of tourism. Need more shopping areas. Need to keep young people in Manistee.		334
(5) (8) (12)					
356	370	WhyQual 0	1 health care, the decent jobs have healthcare built in, but there are too many jobs that one cannot support their families on...too many low collar jobs...they need health care available.		335
(5) (8)					
357	371	WhyQual 0	1 getting industry, more business in		336
(5)					
++ Text units 338-338:					
359	374	WhyQual 0	1 get more jobs that are substantially higher paying younger people can stay there and make a living too interested in tourism		338
(5)					
++ Text units 351-351:					
372	388	WhyQual 0	1 Growth, creating more jobs, keeping the parks and things that are here now, and promoting the cultural things that we have through out the year. They need to be encouraged more		351
(1) (3) (5)					
++ Text units 356-356:					
377	390	WhyQual 0	1 better jobs means better money, school, more homes, more taxes, etc too much enfases on tourism, too many souvenir stores and not enough industry Tourism should be an addition amount of money not so the community has to depend on it		356
(5) (9) (12) (13)					
++ Text units 358-359:					
379	394	WhyQual 0	1 education, job opportunities with stable, good jobs, attracting new businesses, redevelopment of downtown manistee, sewer separation, road repair		358
(1) (4) (5) (9)					
380	395	WhyQual 0	1 jobs are most important, then can proceed w/ recreation thinks they are on the right track, no drastic change, but some is good		359
(3) (5)					
++ Text units 362-362:					
383	397	WhyQual 0	1 We need better paying jobs, in order to assure us that our kids have a place to go		362
(5)					

++ Text units 369-369:
 390 406 WhyQual 0 1 employment, business growth, school system 369
 (5) (9)
 ++ Text units 371-372:
 393 410 WhyQual 0 1 the small industries w/ low paying wages need to be replaced by better jobs 371
 (5)
 394 409 WhyQual 0 1 the economy-minimum wage jobs, not enough medical services for those who don't have insurance 372
 (5) (8)
 ++ Text units 376-376:
 398 420 WhyQual 0 1 the economy is poor-little jobs 376
 (5)
 ++ Text units 379-380:
 402 425 WhyQual 0 1 good jobs being available 379
 (5)
 403 424 WhyQual 0 1 the casino and lack of jobs 380
 (5) (8)

Category 2: Growth/Development

++ Text units 1-1:

1 1 WhyQual 0 1 growth b/c of the casino and
economy--future planning aggressively and on a big scale needs to be done 1
(1)

++ Text units 3-3:

3 2 WhyQual 0 1 look for more industrial growth and
recreational opportunities for teenagers, and to deal with the effects of
the casino-traffic congestion. 3
(1) (3) (4)

++ Text units 7-7:

9 11 WhyQual 0 1 Need more growth, it hasn't grown, but
the casino has brought a lot and changed the way of living. We need a
lot to keep the younger people here. Not just the casino, but business,
etc. Lower taxes for the retired people and single women (widows). 7
(1) (5) (8)

++ Text units 28-28:

31 31 WhyQual 0 1 slow, reasonable development that
doesn't compromise the charm or natural resources of the city but
enhances them. 28
(1)

++ Text units 38-38:

43 42 WhyQual 0 1 #1, I think that they should preserve
the beaches, don't sell them off. Keep them for the younger generations.
#2, Don't let Manistee get too large that it doesn't lose the small town
atmosphere. Keep it for the people that were born and raised there, not
just for the rich 38
(1) (2) (8)

++ Text units 48-48:

55 57 WhyQual 0 1 Where our town is going. Is it going to
be up for the development and everything coming in 48
(1)

++ Text units 50-50:

57 59 WhyQual 0 1 City should allow for more growth-
bigger stores(Meijer) Need more business. 50
(1) (5)

++ Text units 59-59:

67 70 WhyQual 0 1 safety; controlled growth 59
(1) (11)

++ Text units 77-78:

88 92 WhyQual 0 1 developing too much 77
(1)

89 95 WhyQual 0 1 growth of the town, doesn't become
another Traverse city. Zoning.....appropriate buildings next to each
other. Maintenance of the downtown...Victorian theme carried through.
Water is safe and good to drink. Parks are environmentally safe and rec.
activities available. 78
(1) (2) (3) (6)

++ Text units 88-88:

99 102 WhyQual 0 1 Planning more important than
controlling- growth, learn from other communities. Manage it and use
wisely. 88
(1)

++ Text units 92-92:

103 109 WhyQual 0 1 The growth and how its managed. 92
(1)

++ Text units 99-99:

111 114 WhyQual 0 1 The most important thing to me is that
they maintain what they have now. Continue to grow, but keep downtown
historical. Oh, the WATER 99
(1) (6) (8)
++ Text units 101-101:
113 119 WhyQual 0 1 need to focus on growth 101
(1)
++ Text units 103-103:
116 124 WhyQual 0 1 need more jobs that pay decently, better
pay than at casino; officials sometimes discourage growth 103
(1) (5)
++ Text units 129-129:
145 150 WhyQual 0 1 traffic problems, the economic
development, need more recreation for youth 129
(1) (3) (4)
++ Text units 133-133:
149 154 WhyQual 0 1 sustained growth, stable work force,
safety and welfare, education, 133
(1) (5) (9)
++ Text units 135-135:
151 159 WhyQual 0 1 traffic growth pop. tourism has a big
effect on growth 135
(1) (4)
++ Text units 142-142:
158 163 WhyQual 0 1 Safety and slowness of growth 142
(1) (11)
++ Text units 146-146:
162 171 WhyQual 0 1 don't put industrial park on lake 146
(1)
++ Text units 153-153:
170 170 WhyQual 0 1 growth tourist's dollar improvements
in general, streets, appearance of city, etc. get rid of eyesores 153
(1) (4) (8)
++ Text units 161-161:
179 186 WhyQual 0 1 Improved traffic control... They are not
regulating what kind of progress is being made, some is good but alot is
bad. 161
(1) (4)
++ Text units 172-172:
190 194 WhyQual 0 1 Industrial growth, more good jobs for
the younger people and old too. 172
(1) (5)
++ Text units 184-184:
202 210 WhyQual 0 1 Leave Manistee as it is with no
condos!!! Have destroyed the beauty of the lake and town. Brings in
extra sewage, water and more problems. How much more can the city take??
Need more retail stores somewhere in town more grocery stores!!!! Need
more for teenagers to do. Senior center, need one desperately, turn an
empty building into a senior center 184
(1) (2) (3) (8) (12)
++ Text units 190-190:
208 209 WhyQual 0 1 The city being proactive vs. reactive I
have a fear that the condos near where I live are going to grow too much
and I hear rumors that the park is going to be sold to the condo. this
is bad. They have also limited expansion of the beach area. Why did
they dredge the yacht channel through fifth avenue to block the beach 190
(1) (8)

++ Text units 196-196:
214 221 WhyQual 0 1 Economic development controlled historic restoration parking police presence in the downtown area 196
(1) (4) (8) (11)

++ Text units 201-201:
219 226 WhyQual 0 1 growth in numbers requires stores, etc. for people to use: cater to citizens rather than just tourists: city council needs to replenish the town's industry: need jobs that have benefits: street repair 201
(1) (4) (5) (8) (12)

++ Text units 214-214:
232 239 WhyQual 0 1 controlled growth maintaining the safe environment sports complex- pool, ice rink, etc 214
(1) (3) (11)

++ Text units 216-216:
235 241 WhyQual 0 1 1.increased growth and not being able to fill jobs w/ quality people bc of that growth 2.too much dependence on tourism--focus should be on industry instead 3.long term effects of casino should be considered 4.control the growth in the city 5.enforce the building codes better or they're worthless 216
(1) (5) (8)

++ Text units 221-221:
240 249 WhyQual 0 1 control over development 221
(1)

++ Text units 225-226:
244 253 WhyQual 0 1 The casino and the rapid growth in the city, some of small quaintness is being lost. If the allow Indians to fish in lake Michigan, Manistee will suffer from that 225
(1) (8)

246 254 WhyQual 0 1 keeping the community laid back--don't let the city grow too much like Traverse City... keeping the small town community 226
(1)

++ Text units 235-235:
255 264 WhyQual 0 1 The casino, also the development on 5th ave. beach area, and the Hydrogen sulfide pipeline 235
(1) (2) (8)

++ Text units 243-243:
263 271 WhyQual 0 1 the development start earlier on the street, it is a hazard to the traffic more works to the parks, kids can do some work, more recreational activities 243
(1) (3) (4)

++ Text units 251-251:
271 280 WhyQual 0 1 growth-not tourist though 251
(1)

++ Text units 254-254:
274 283 WhyQual 0 1 uncontrolled development 254
(1)

++ Text units 262-263:
282 292 WhyQual 0 1 the growth 262
(1)

283 287 WhyQual 0 1 too much growth without adequate facilities to accomodate the growth; not adequate staffing to maintain the parks; if we grow to fast, we'll have a problem 263
(1) (3)

++ Text units 268-269:
288 294 WhyQual 0 1 too many condos that are too close to

the water. Can't see the lake anymore!!! 268
 (1)

289 298 WhyQual 0 1 economic development; not allowing crime
 to become uncontrollable due to the advancement/enlargement of the casino 269
 (1) (8)

++ Text units 274-274:

294 304 WhyQual 0 1 afraid growth will get out of hand and
 city is not as safe as it used to be 274
 (1) (11)

++ Text units 279-279:

299 313 WhyQual 0 1 way growth is handled: police and fire
 dpt.s must remain effective 279
 (1) (8)

++ Text units 284-284:

304 318 WhyQual 0 1 the development 284
 (1)

++ Text units 293-294:

313 325 WhyQual 0 1 schools, the economic development, and
 keeping families in the city 293
 (1) (9)

314 328 WhyQual 0 1 growth and more jobs. 294
 (1) (5)

++ Text units 296-296:

316 329 WhyQual 0 1 water: watch pollution of lake mich.:
 slow down growth 296
 (1) (2) (6)

++ Text units 304-304:

325 337 WhyQual 0 1 industry, industrial parks, they are
 putting them up, and leaving bad ones right next to them. Plus, the
 casino just went up, that will probably end up being a flop. 304
 (1) (5) (8)

++ Text units 308-308:

329 340 WhyQual 0 1 schools, jobs, don't need
 condos, healthcare is bad, hospital isn't good, 308
 (1) (5) (8) (9) (13)

++ Text units 322-322:

343 355 WhyQual 0 1 Their sewer charges should not be equal
 to the water...it should be half. Because of the incresed growth, there
 are too many raised taxes. Also increased traffic is a problem. 322
 (1) (4) (8)

++ Text units 330-330:

351 366 WhyQual 0 1 The development that they ar looking for
 does not enhance the quality of life in Manistee 330
 (1)

++ Text units 339-339:

360 373 WhyQual 0 1 Education based on the lack of
 technology in schools. Need to be more worldly, very closed minded here.
 More cultural events. More maintained growth with an eye for proper use
 of the natural resources in this area. 339
 (1) (2) (3) (8) (9)

++ Text units 344-344:

365 380 WhyQual 0 1 water quality, crime enforcement,
 education, control for overgrowth 344
 (1) (6) (9) (11)

++ Text units 348-348:

369 385 WhyQual 0 1 maintiaing the quality of life that they
 have and keeping it with the growth that they have. more tax abatements

good on tourism, but keep economic growth 348
 (1) (8)
 ++ Text units 350-351:
 371 387 WhyQual 0 1 whether or not they can properly direct
 growth need to replace trees that disappear in neighborhoods, stop
 cramming more one building on a single lot, looks tacky and overgrown,
 will be a problem in the future, what about parking, etc. 350
 (1) (4) (8)
 372 388 WhyQual 0 1 Growth, creating more jobs, keeping the
 parks and things that are here now, and promoting the cultural things
 that we have through out the year. They need to be encouraged more 351
 (1) (3) (5)
 ++ Text units 358-358:
 379 394 WhyQual 0 1 education, job opportunities with
 stable, good jobs, attracting new businesses, redevelopment of downtown
 manistee, sewer separation, road repair 358
 (1) (4) (5) (9)
 ++ Text units 360-360:
 381 396 WhyQual 0 1 the growth of the things of what we are
 going to do for children and teenagers; what we are going to do for the
 retired/eldery 360
 (1) (3)
 ++ Text units 366-366:
 387 401 WhyQual 0 1 too rapid of change, downtown merchants
 necessary to downtown area to draw people in, there is not adequate
 shopping in the town, need a movie theater!!! 366
 (1) (3) (12)
 ++ Text units 375-375:
 397 414 WhyQual 0 1 small town, easy to get to know each
 other, shouldn't grow too much 375
 (1) (8)
 ++ Text units 378-378:
 401 421 WhyQual 0 1 the economic growth 378
 (1)
 ++ Text units 382-384:
 405 422 WhyQual 0 1 too many condominiums not enough
 business get rid of Biffos, he is trying to make the town equal to a
 big town get he and the mayor out of the government 382
 (1) (10)
 406 417 WhyQual 0 1 Development on the north side dominates
 because the city mayor lives there. Put more of the development on the
 South side. All of the kids have to be doing things together. Can't
 leave any of them out. You go out on your own too soon. 383
 (1) (8)
 407 423 WhyQual 0 1 building of a lot of condos-not
 good-raising property value, so too expensive to move 384
 (1) (13)

Category 3: Recreational Facilities/Options

++ Text units 3-3:

3 2 WhyQual 0 1 look for more industrial growth and recreational opportunities for teenagers, and to deal with the effects of the casino-traffic congestion.

3

(1) (3) (4)

++ Text units 36-36:

41 38 WhyQual 0 1 quiet peace, more things for younger people to do, more places for young people to come back to and roost, not to leave and stay gone (not fast food places, but places to make a good living and raise a family), not just retirees living in Manistee

36

(3) (5)

++ Text units 40-40:

46 49 WhyQual 0 1 preservation of historic nature of city, continuation of festival and recreation generation

40

(3) (8)

++ Text units 52-52:

60 63 WhyQual 0 1 The school systems; the opportunities for employment; the shopping(grocery and department store) all need to be improved. Manistee has limited opportunities for fine dining, cultural exposure. The library needs to be fully funded. City services are adequate.

52

(3) (5) (9) (12)

++ Text units 56-56:

64 67 WhyQual 0 1 things going on beaches, parks, theatre

56

(3) (8)

++ Text units 63-63:

71 72 WhyQual 0 1 more access to fishing--it's a big industry that the city doesn't pay attn. to; also, have a program to bring people (tourists) into the city; worry about some stuff other than the casino

63

(3) (8)

++ Text units 65-66:

73 78 WhyQual 0 1 getting jobs for residents, having places for kids to go

65

(3) (5)

74 77 WhyQual 0 1 opportunity for employment, recreation, revitalizing downtown area, new high school

66

(3) (5) (9)

++ Text units 78-78:

89 95 WhyQual 0 1 growth of the town, doesn't become another Traverse city. Zoning....appropriate buildings next to each other. Maintenance of the downtown...Victorian theme carried through. Water is safe and good to drink. Parks are environmentally safe and rec. activities available.

78

(1) (2) (3) (6)

++ Text units 83-83:

94 99 WhyQual 0 1 Job opportunities Extracurricular activities

83

(3) (5)

++ Text units 95-95:

106 111 WhyQual 0 1 Recreational opportunities- non alcoholic for adults and anything for others. Police admin and Hospital admin need to be refreshed. Domestic situation- police not helpful. Hospital- physicians iffy. Doctor could not even look at finger shut in door. Told woman needs to see psychiatrist without listening. Need to let more businesses in the community. We have potential. Town is too

small, but could have a lot going for it. 95
 (3) (5) (8)
 ++ Text units 114-116:
 130 135 WhyQual 0 1 need more things for kids to do,
 recreational, stores 114
 (3) (12)
 131 136 WhyQual 0 1 Not enough jobs that pay good wages to
 live in the town. Rusty water needs to be taken care of. Not enough for
 the kids to do, leads to destructive behavior 115
 (3) (5) (6)
 132 137 WhyQual 0 1 activities for youth, economic
 development outside downtown area, real effort to bring in good paying
 long term jobs in, 116
 (3) (5)
 ++ Text units 125-126:
 141 147 WhyQual 0 1 need places for everyone to enjoy. No
 places to shop 125
 (3) (12)
 142 149 WhyQual 0 1 need to find some recreation for
 teenagers Not enough stores 126
 (3) (12)
 ++ Text units 129-130:
 145 150 WhyQual 0 1 traffic problems, the economic
 development, need more recreation for youth 129
 (1) (3) (4)
 146 152 WhyQual 0 1 More recreational opportunities 130
 (3)
 ++ Text units 140-140:
 156 156 WhyQual 0 1 putting more money into keeping up the
 parks 140
 (3)
 ++ Text units 155-155:
 172 180 WhyQual 0 1 education, jobs, more for teens to do 155
 (3) (5) (9)
 ++ Text units 165-166:
 183 192 WhyQual 0 1 bring more revenues for the people,
 better paying jobs, more steady employment, and more recreational things
 like the recreational facility with multipurposes for all ages--like a
 community center 165
 (3) (5)
 184 191 WhyQual 0 1 need some places for teenages to go 166
 (3)
 ++ Text units 174-174:
 192 198 WhyQual 0 1 recreational opportunities for kids and
 adults--ice arena\$ olympic size pool; civic center with walking and
 biking paths. System of bike paths through out the city without facing
 the traffic; any industrial growth has to be very environmentally
 sensitive to safeguard the natural resources--no sour gas development
 near residential areas 174
 (2) (3)
 ++ Text units 184-184:
 202 210 WhyQual 0 1 Leave Manistee as it is with no
 condos!!! Have destroyed the beauty of the lake and town. Brings in
 extra sewage, water and more problems. How much more can the city take??
 Need more retail stores somewhere in town more grocery stores!!!! Need
 more for teenagers to do. Senior center, need one desperately, turn an
 empty building into a senior center 184

(1 1)	(3)	(8)	(12)	
++ Text units 186-186:				
204	214	WhyQual	0 1 lack of things for teen to do, are out looking for things to do and are getting in trouble	186
(3)				
++ Text units 189-189:				
207	215	WhyQual	0 1 having cultural/recreational healthy options for children and adolescents; education (school improvement)	189
(3)				
++ Text units 202-202:				
220	227	WhyQual	0 1 community involvement recreational activities for the youth, teach responsibility and trust cut down on vandalism neighborally love	202
(3)	(8)		(11)	
++ Text units 213-214:				
231	238	WhyQual	0 1 not much to do for families, the city is too focused on tourism	213
(3)	(8)			
232	239	WhyQual	0 1 controlled growth maintaining the safe environment sports complex- pool, ice rink, etc	214
(1)	(3)		(11)	
++ Text units 231-231:				
251	260	WhyQual	0 1 activities, safety, school-education	231
(3)	(9)		(11)	
++ Text units 238-239:				
258	265	WhyQual	0 1 caring, by the people by the and the citylack of interest in the citizens for eletions and civic responsibililites. lack of neighborhood programs...need a "welcome wagon" for new people..it's hard to get to know people.	238
(3)	(10)			
259	267	WhyQual	0 1 availability of well paying jobs; quality of school system; activites that promote community unity	239
(3)	(5)		(9)	
++ Text units 243-243:				
263	271	WhyQual	0 1 the development start earlier on the street, it is a hazard to the traffic more works to the parks, kids can do some work, more recreational activities	243
(1)	(3)		(4)	
++ Text units 253-253:				
273	282	WhyQual	0 1 needs more industry, needs an Arby's, need a rollar skating rink	253
(3)	(5)		(12)	
++ Text units 261-261:				
281	288	WhyQual	0 1 more industry; moe job opportunities: more activities for teens: more store competition and variety	261
(3)	(5)		(12)	
++ Text units 263-263:				
283	287	WhyQual	0 1 too much growth without adequate facilities to accomodate the growth; not adequate staffing to maintain the parks; if we grow to fast, we'll have a problem	263
(1)	(3)			
++ Text units 282-283:				
302	315	WhyQual	0 1 education; jobs; recreation	282
(3)	(5)		(9)	
303	314	WhyQual	0 1 more economic development more recreation for the teens to keep them off the streets	283
(3)	(5)			

++ Text units 302-302:
 323 334 WhyQual 0 1 more activiti4es for kids and adults: 302
 more jobs: more cash
 (3) (5)
 ++ Text units 315-315:
 336 347 WhyQual 0 1 not enough jobs for young people not 315
 enough recreation for the teenagers
 (3) (5)
 ++ Text units 320-320:
 341 354 WhyQual 0 1 More things for teenagers to do. 320
 (3)
 ++ Text units 333-333:
 354 365 WhyQual 0 1 lack of shopping and indoor recreational 333
 facilities
 (3) (12)
 ++ Text units 339-339:
 360 373 WhyQual 0 1 Education based on the lack of 339
 technology in schools. Need to be more worldly, very closed minded here.
 More cultural events. More maintained growth with an eye for proper use
 of the natural resources in this area.
 (1) (2) (3) (8) (9)
 ++ Text units 351-351:
 372 388 WhyQual 0 1 Growth, creating more jobs, keeping the 351
 parks and things that are here now, and promoting the cultural things
 that we have through out the year. They need to be encouraged more
 (1) (3) (5)
 ++ Text units 355-355:
 376 392 WhyQual 0 1 in the high school (more computers -- 355
 for future, discipline, and recreational opportunities
 (3) (9)
 ++ Text units 359-361:
 380 395 WhyQual 0 1 jobs are most important, then can 359
 proceed w/ recreation thinks they are on the right track, no drastic
 change, but some is good
 (3) (5)
 381 396 WhyQual 0 1 the growth of the things of what we are 360
 going to do for children and teenagers; what we are going to do for the
 retired/eldery
 (1) (3)
 382 399 WhyQual 0 1 influx of new people coming into area 361
 needs to be coupled with concern with education (preperation for younger
 community); recreational activities
 (3) (9)
 ++ Text units 366-366:
 387 401 WhyQual 0 1 too rapid of change, downtown merchants 366
 necessary to downtown area to draw people in, there is not adequate
 shopping in the town, need a movie theater!!!
 (1) (3) (12)
 ++ Text units 381-381:
 404 413 WhyQual 0 1 maintence of utilities, water, etc. 381
 maintain what we have, cultural things, libraries, theatres, parks and
 recreation. santiation and health services should be maintained.
 schools keeping up w/ those also.
 (3) (6) (8) (9)

Category 4: Schools/Education

++ Text units 5-5:

6 4 WhyQual 0 1 The whole environmental issue, good water, and air. Keep up with education quality. Good community is physically and mentally healthy. 5
(2) (8) (9)

++ Text units 17-17:

19 19 WhyQual 0 1 safety educational opportunities; commercial/industrial work opportunities 17
(5) (9) (11)

++ Text units 41-41:

47 44 WhyQual 0 1 better paying jobs for young people to stay in area, schooling needs to teach better preparation for outside world 41
(5) (9)

++ Text units 52-52:

60 63 WhyQual 0 1 The school systems; the opportunities for employment; the shopping(grocery and department store) all need to be improved. Manistee has limited opportunities for fine dining, cultural exposure. The library needs to be fully funded. City services are adequate. 52
(3) (5) (9) (12)

++ Text units 57-58:

65 68 WhyQual 0 1 Casino. getting more jobs in area. maintaining businesses. Schools-more police there. more people should teach their children pride in Manistee and work for it instead of leaving 57
(5) (8) (9)

66 71 WhyQual 0 1 schools, jobs, roads 58
(4) (5) (9)

++ Text units 66-66:

74 77 WhyQual 0 1 opportunity for employment, recreation, revitalizing downtown area, new high school 66
(3) (5) (9)

++ Text units 81-81:

92 96 WhyQual 0 1 Quality of the schools and services provided to citizens 81
(8) (9)

++ Text units 84-84:

95 98 WhyQual 0 1 strong ed. System, restore family values, no activities, sports, etc. during dinner, more jobs, expand industrial parts, maintain tourist attraction 84
(5) (8) (9)

++ Text units 86-86:

97 101 WhyQual 0 1 schools, zoning 86
(8) (9)

++ Text units 106-106:

119 125 WhyQual 0 1 Schools, employment 106
(5) (9)

++ Text units 133-133:

149 154 WhyQual 0 1 sustained growth, stable work force, safety and welfare, education, 133
(1) (5) (9)

++ Text units 138-138:

154 162 WhyQual 0 1 putting back into the public school system and strongly look at our future for expansion of tourism 138
(8) (9)

++ Text units 143-144:

159	167	WhyQual	0	1 good police protection, good leadership, schools and	143
(8)	(9)		(10)		
160	166	WhyQual	0	1 trying to get jobs; good school system	144
(5)	(9)				
++ Text units 148-148:					
165	173	WhyQual	0	1 Lack of industry and quality of life has improved in the police force and the schools are being supported so are the libraries this is a good thing for the quality of life	148
(5)	(8)		(9)		
++ Text units 150-150:					
167	177	WhyQual	0	1 successful completion of the new school and settling the hydrogen gas problem	150
(2)	(9)				
++ Text units 155-155:					
172	180	WhyQual	0	1 education, jobs, more for teens to do	155
(3)	(5)		(9)		
++ Text units 160-160:					
178	187	WhyQual	0	1 supporting the school and the kids because they are the future;	160
(9)					
++ Text units 171-171:					
189	197	WhyQual	0	1 good education facilities promoting people to move (families) to the area to turn into a good community, rather than retirees and tourist	171
(8)	(9)				
++ Text units 175-175:					
193	199	WhyQual	0	1 new school system and the educating of the children (it's a good thing)	175
(9)					
++ Text units 187-187:					
205	213	WhyQual	0	1 the education	187
(9)					
++ Text units 195-195:					
213	220	WhyQual	0	1 safety: education: community: nicer downtown: retail choices	195
(9)	(11)		(12)		
++ Text units 220-220:					
239	248	WhyQual	0	1 schools	220
(9)					
++ Text units 231-231:					
251	260	WhyQual	0	1 activities, safety, school-education	231
(3)	(9)		(11)		
++ Text units 234-234:					
254	262	WhyQual	0	1 good schools, good healthcare, safe community, and clean air and water	234
(2)	(6)		(9)	(11)	
++ Text units 237-237:					
257	269	WhyQual	0	1 preservation of the history in the city, fill existing buildings before building new ones, schools, MDOT needs to control the traffic on 31 and by the hospital	237
(4)	(8)		(9)		
++ Text units 239-239:					
259	267	WhyQual	0	1 availability of well paying jobs; quality of school system; activities that promote community unity	239
(3)	(5)		(9)		
++ Text units 278-278:					

298	310	WhyQual	0	1	get some businesses in for liability sake--they are pushing out all of the people who have to work for a living (they want this to be a retirement town); new school voted in was good!; do something about breaking into vehicles	278
(5)	(9)			(11)		
++ Text units 282-282:						
302	315	WhyQual	0	1	education; jobs; recreation	282
(3)	(5)			(9)		
++ Text units 293-293:						
313	325	WhyQual	0	1	schools, the economic development, and keeping families in the city	293
(1)	(9)					
++ Text units 301-301:						
322	335	WhyQual	0	1	1.employment for high school and college grads. 2.advanced educational opportunities 3.reduction of substance abuse 4.greater exchange between opinions and appreciation for other points of view	301
(5)	(8)			(9)	(10)	
++ Text units 303-303:						
324	339	WhyQual	0	1	schools	303
(9)						
++ Text units 308-308:						
329	340	WhyQual	0	1	schools, jobs, don't need condos,healthcare is bad, hospital isn't good,	308
(1)	(5)			(8)	(9)	(13)
++ Text units 321-321:						
342	356	WhyQual	0	1	Education of kids	321
(9)						
++ Text units 325-325:						
346	361	WhyQual	0	1	Police dept., schools	325
(8)	(9)					
++ Text units 339-339:						
360	373	WhyQual	0	1	Education based on the lack of technology in schools. Need to be more worldly, very closed minded here. More cultural events. More maintained growth with an eye for proper use of the natural resources in this area.	339
(1)	(2)			(3)	(8)	(9)
++ Text units 344-344:						
365	380	WhyQual	0	1	water quality, crime enforcement, education, control for overgrowth	344
(1)	(6)			(9)	(11)	
++ Text units 355-358:						
376	392	WhyQual	0	1	in the high school (more computers -- for future, discipline, and recreational opportunities	355
(3)	(9)					
377	390	WhyQual	0	1	better jobs means better money, school, more homes, more taxes, etc too much enfases on tourism, too many souvenior stores and not enough industry Tourism should be an addition amount of money not so the community has to depend on it	356
(5)	(9)			(12)	(13)	
378	393	WhyQual	0	1	public services, schools, cleanliness, general atmosphere	357
(8)	(9)					
379	394	WhyQual	0	1	education, job opportunities with stable, good jobs, attracting new businesses, redevelopment of downtown manistee, sewer separation, road repair	358
(1)	(4)			(5)	(9)	


```

++ Text units 361-361:
  382      399 WhyQual  0   1 influx of new people coming into area
needs to be coupled with concern with education (preperation for younger
community); recreational activities                                     361
(3)          (9)
++ Text units 365-365:
  386      403 WhyQual  0   1 school system (it's doing good)
emergency response (keep up the good work)                             365
(8)          (9)
++ Text units 369-370:
  390      406 WhyQual  0   1 employment, business growth, school
system                                                                369
(5)          (9)
  392      408 WhyQual  0   1 schools.                                370
(9)
++ Text units 381-381:
  404      413 WhyQual  0   1 maintence of utilities, water, etc.
maintain what we have, cultural things, libraries, theatres, parks and
recreation. santiation and health services should be maintained.
schools keeping up w/ those also.                                     381
(3)          (6)          (8)          (9)
+++++
+++ Total number of text units retrieved = 47
+++ Retrievals in 1 out of 1 documents, = 100%.
+++ The documents with retrievals have a total of 386 text units,
    so text units retrieved in these documents = 12%.
+++ All documents have a total of 386 text units,
    so text units found in these documents = 12%.
+++++

```

Category 5: Environmental Issues

++ Text units 2-2:

2 3 WhyQual 0 1 environment-clean air and water 2
(2)

++ Text units 5-5:

6 4 WhyQual 0 1 The whole environmental issue, good water, and air. Keep up with education quality. Good community is physically and mentally healthy. 5
(2) (8) (9)

++ Text units 15-15:

17 17 WhyQual 0 1 locality with lake. Land still available for development. Good for retirees. Topography, opportunities with lake and land. 15
(2)

++ Text units 26-26:

29 25 WhyQual 0 1 Air we breath-risk from oil wells... 26
(2)

++ Text units 30-31:

34 32 WhyQual 0 1 jobs, downtown area needs improvement, access to public beaches 30
(2) (5)

35 35 WhyQual 0 1 preserving natural land 31
(2)

++ Text units 34-34:

38 39 WhyQual 0 1 environmental hazards that may come about from the factories and oil, gas companies. The cancer rate 34
(2)

++ Text units 38-38:

43 42 WhyQual 0 1 #1, I think that they should preserve the beaches, don't sell them off. Keep them for the younger generations. #2, Don't let Manistee get too large that it doesn't loose the small town atmosphere. Keep it for the people that were born and raised there, not just for the rich 38
(1) (2) (8)

++ Text units 43-43:

49 50 WhyQual 0 1 the hospital, and clean air, and not enough shopping stores that are not tour-isty; like a "poor-man's working store" or one for everyday people and everyday things 43
(2) (12)

++ Text units 71-71:

79 83 WhyQual 0 1 cleanliness of the environment 71
(2)

++ Text units 78-78:

89 95 WhyQual 0 1 growth of the town, doesn't become another Traverse city. Zoning....appropriate buildings next to each other. Maintenance of the downtown...Victorian theme carried through. Water is safe and good to drink. Parks are environmentally safe and rec. activities available. 78
(1) (2) (3) (6)

++ Text units 96-96:

107 113 WhyQual 0 1 Stricter law enforcement, disagree with the way buildings are being built and they should conserve the natural parks and resources more 96
(2) (8)

++ Text units 141-141:

157 160 WhyQual 0 1 water, the weather, the pollution from Chicago, the economic system, environmental issues, need more

recycling-make into revenue					141
(2)	(5)	(6)	(8)		
++ Text units 150-150:					
167	177	WhyQual	0	1 successful completion of the new school and settling the hydrogen gas problem	150
(2)	(9)				
++ Text units 159-159:					
177	185	WhyQual	0	1 poison gas well on the golf course	159
(2)					
++ Text units 164-164:					
182	190	WhyQual	0	1 Natrual resoorces and the sand and beaches taken away for developement	164
(2)					
++ Text units 173-174:					
191	200	WhyQual	0	1 sour gas wells (safety issues)	173
(2)					
192	198	WhyQual	0	1 recreational opportunities for kids and adults--ice arena\$ olympic size pool; civic center with walking and biking paths. System of bike paths through out the city without facing the traffic; any industrial growth has to be very environmentally sensitive to safeguard the natural resources--no sour gas development near residential areas	174
(2)	(3)				
++ Text units 178-178:					
196	204	WhyQual	0	1 The Water and the air is bad -- there is a high cancer rate and lots of pollution	178
(2)	(6)				
++ Text units 184-184:					
202	210	WhyQual	0	1 Leave Manistee as it is with no condos!!! Have destroyed the beauty of the lake and town. Brings in extra sewage, water and more problems. How much more can the city take?? Need more retail stores somewhere in town more grocery stores!!!! Need more for teenagers to do. Senior center, need one desperatly, turn an empty building into a senior center	184
(1)	(2)	(3)	(8)	(12)	
++ Text units 206-207:					
224	229	WhyQual	0	1 water cleaning, air pollution from oil wells, traffic lights	206
(2)	(4)	(6)			
225	232	WhyQual	0	1 lakefront and natural anemities	207
(2)					
++ Text units 219-219:					
238	243	WhyQual	0	1 more industry instead of casinos tourism ground water control better quality of water	219
(2)	(5)	(6)			
++ Text units 223-223:					
242	251	WhyQual	0	1 geographiic location, tourism, motivation of citizens to keep historical preservation alive	223
(2)	(8)				
++ Text units 228-228:					
248	256	WhyQual	0	1 environmental control, focus on water problems, the casino development, tourism	228
(2)	(6)	(8)			
++ Text units 234-235:					
254	262	WhyQual	0	1 good schools, good healthcare, safe community, and clean air and water	234
(2)	(6)	(9)	(11)		

255	264	WhyQual	0	1	The casino, also the development on 5th ave. beach area, and the Hydrogen sulfide pipeline	235
(1)	(2)			(8)		
++ Text units 287-287:						
307	316	WhyQual	0	1	I'm concerned with H2S well and its possible connection to (West Bay wants to build sweetening plant and separating plant in Filer) Filer to benefit corporation. I am Absolutely against this. It is a dangerous situation and should never happen.	287
(2)						
++ Text units 296-297:						
316	329	WhyQual	0	1	water: watch pollution of lake mich.: slow down growth	296
(1)	(2)			(6)		
317	327	WhyQual	0	1	Preserving our character and our small town friendly atmosphere and keeping the environment of faith intact.	297
(2)						
++ Text units 311-311:						
332	342	WhyQual	0	1	safety of gas wells water quality casino and the effects it has on the city	311
(2)						
++ Text units 318-318:						
339	352	WhyQual	0	1	water pollution	318
(2)						
++ Text units 323-323:						
344	358	WhyQual	0	1	gambling fishing deer hunting beaches	323
(2)						
++ Text units 326-326:						
347	359	WhyQual	0	1	the casino and the prison and the pipes that are potentially going to be run under the city--gas is detriment to environment.	326
(2)						
++ Text units 339-339:						
360	373	WhyQual	0	1	Education based on the lack of technology in schools. Need to be more worldly, very closed minded here. More cultural events. More maintained growth with an eye for proper use of the natural resources in this area.	339
(1)	(2)			(3)	(8)	(9)
++ Text units 341-341:						
362	377	WhyQual	0	1	pollution	341
(2)						
++ Text units 345-346:						
366	379	WhyQual	0	1	Gas wells on the country club ground and the possible pipe line that uses the gas, the one on cherry well has been capped. It should not and is not suppose to be in a resident area all the way to Filer. The safety and health of people of Manistee should be more important than money in the hands of other people. It can affect the whole city, effecting the health, property values, etc. the casino spoiling the beauty of Manistee	345
(2)						
367	381	WhyQual	0	1	Pollution, city dump	346
(2)						

Category 6: Traffic/Parking

++ Text units 3-3:

3 2 WhyQual 0 1 look for more industrial growth and recreational opportunities for teenagers, and to deal with the effects of the casino-traffic congestion.

3

(1) (3) (4)

++ Text units 6-6:

8 10 WhyQual 0 1 traffic due to the casino, need more business

6

(4) (5)

++ Text units 20-20:

22 22 WhyQual 0 1 Greater commercial development downtown, and definitely more restaurants. More code enforcement on the old buildings. Road improvement, first street from the highway west to the lake, Washington from the bridge to the industrial park and old us-31 through town.

20

(4) (5) (8) (12)

++ Text units 32-32:

36 36 WhyQual 0 1 road repair.

32

(4)

++ Text units 39-39:

44 45 WhyQual 0 1 street repairs, housing needs upgrading (rent is too high for what you get)

39

(4) (13)

++ Text units 44-44:

50 51 WhyQual 0 1 ability to handle traffic and the need for more industry. Too dependent on casino. Nothing else to do. Little businesses iffy.

44

(4) (5)

++ Text units 53-53:

61 65 WhyQual 0 1 the area he's in the roads, sewers, and water is awful, no money is spent on his side of town

53

(4) (6) (8)

++ Text units 58-58:

66 71 WhyQual 0 1 schools, jobs, roads

58

(4) (5) (9)

++ Text units 60-60:

68 69 WhyQual 0 1 The wasting of the tax payers money. Decisions to improve city streets and tear them up after they are paved because things weren't thought through. I live in the city of Manistee, but I don't have sewage and water, but I have to pay as much as everyone else. Waste tax payers money by making poor decisions on how to use that money effectively.

60

(4) (6)

++ Text units 62-62:

70 74 WhyQual 0 1 need bypass around city to get rid of traffic

62

(4)

++ Text units 74-74:

84 88 WhyQual 0 1 need road improvements

74

(4)

++ Text units 82-82:

93 94 WhyQual 0 1 Depending too much on tourism. Tourists come for peaceful and clean city- they litter, party, and drive recklessly and making it more city-like. Can't buy houses any more- too expensive. Oil money for water clean up. Where is it going? Water should be safe already- provided by city.

82

(4)	(6)	(8)	(13)	
++ Text units 85-85:				
96	103	WhyQual 0	1 traffic, water quality	85
(4)	(6)			
++ Text units 121-121:				
137	145	WhyQual 0	1 fix the streets and sidewalks	121
(4)				
++ Text units 129-129:				
145	150	WhyQual 0	1 traffic problems, the economic development, need more recreation for youth	129
(1)	(3)	(4)		
++ Text units 135-135:				
151	159	WhyQual 0	1 traffic growth pop. tourism has a big effect on growth	135
(1)	(4)			
++ Text units 153-153:				
170	170	WhyQual 0	1 growth tourist's dollar improvements in general, streets, appearance of city, etc. get rid of eyesores	153
(1)	(4)	(8)		
++ Text units 161-162:				
179	186	WhyQual 0	1 Improved traffic control... They are not regulating what kind of progress is being made, some is good but alot is bad.	161
(1)	(4)			
180	188	WhyQual 0	1 threat to water supply b/c of salt, main road to town which is affected by the casino us-31	162
(4)	(6)			
++ Text units 196-196:				
214	221	WhyQual 0	1 Economic development controlled historic restoration parking police presence in the downtown area	196
(1)	(4)	(8)	(11)	
++ Text units 201-201:				
219	226	WhyQual 0	1 growt in numbers requires stores, etc. for people to use: cater to citizens rather than just tourists: city council needs to replenish the town's industry: need jobs that have benefits: street repair	201
(1)	(4)	(5)	(8) (12)	
++ Text units 203-203:				
221	228	WhyQual 0	1 1.ensuring adequete education so that people who are educated and have cultural interestes move in and continue it 2.maintain and increase library 3.stop digging up all of the east-west or north-south roads at the same time 4. new newspaper	203
(4)	(8)			
++ Text units 206-206:				
224	229	WhyQual 0	1 water cleaning, air pollution from oil wells, traffic lights	206
(2)	(4)	(6)		
++ Text units 212-212:				
230	237	WhyQual 0	1 traffic	212
(4)				
++ Text units 237-237:				
257	269	WhyQual 0	1 preservation of the history in the city, fill existing buildings before building new ones, schools, MDOT needs to control the traffic on 31 and by the hospital	237
(4)	(8)	(9)		
++ Text units 242-243:				
262	270	WhyQual 0	1 problem with parking, problems with	

teenagers, 242
 (4) (8)
 263 271 WhyQual 0 1 the development start earlier on the
 street, it is a hazard to the traffic more works to the parks, kids can
 do some work, more recreational activities 243
 (1) (3) (4)
 ++ Text units 245-245:
 265 274 WhyQual 0 1 traffic control convenience of getting
 on and off the street 245
 (4)
 ++ Text units 288-288:
 308 321 WhyQual 0 1 police and fire services constant
 tearing the roads up 288
 (4) (8)
 ++ Text units 295-295:
 315 326 WhyQual 0 1 good paying jobs. control of traffic.
 city needs to communicate better with its citizens, the paper isn't
 enough(or accurate)-try the internet. 295
 (4) (5) (10)
 ++ Text units 322-322:
 343 355 WhyQual 0 1 Their sewer charges should not be equal
 to the water...it should be half. Because of the incresed growth, there
 are too many raised taxes. Also increased traffic is a problem. 322
 (1) (4) (8)
 ++ Text units 350-350:
 371 387 WhyQual 0 1 whether or not they can properly direct
 growth need to replace trees that disappear in neighborhoods, stop
 cramming more one building on a single lot, looks tacky and overgrown,
 will be a problem in the future, what about parking, etc. 350
 (1) (4) (8)
 ++ Text units 358-358:
 379 394 WhyQual 0 1 education, job opportunities with
 stable, good jobs, attracting new businesses, redevelopment of downtown
 manistee, sewer separation, road repair 358
 (1) (4) (5) (9)
 ++ Text units 373-373:
 395 412 WhyQual 0 1 the opportunity for the younger
 generation, parking on River St. needs to be taken care of especially
 during the winter during No Parking, only parking two streets away; they
 have stopped keeping the sidewalks clean during the winter with snow 373
 (4) (8)
 ++ Text units 377-377:
 400 416 WhyQual 0 1 traffic, shopping 377
 (4) (12)

Category 7: Need for stores

++ Text units 20-20:

22 22 WhyQual 0 1 Greater commercial development downtown, and definitely more restaurants. More code enforcement on the old buildings. Road improvement, first street from the highway west to the lake, Washington from the bridge to the industrial park and old us-31 through town.

20

(4) (5) (8) (12)

++ Text units 43-43:

49 50 WhyQual 0 1 the hospital, and clean air, and not enough shopping stores that are not tour-isty; like a "poor-man's working store" or one for everyday people and everyday things

43

(2) (12)

++ Text units 52-52:

60 63 WhyQual 0 1 The school systems; the opportunities for employment; the shopping(grocery and department store) all need to be improved. Manistee has limited opportunities for fine dining, cultural exposure. The library needs to be fully funded. City services are adequate.

52

(3) (5) (9) (12)

++ Text units 67-67:

75 79 WhyQual 0 1 need to bring in more industry; more aggressive; need a grocery store (competition)

67

(5) (12)

++ Text units 102-102:

114 118 WhyQual 0 1 need more shopping areas and restaurants

102

(12)

++ Text units 113-114:

129 134 WhyQual 0 1 there should be more competitiveness between the grocery stores in Manistee. More choices, better prices.

113

(12)

130 135 WhyQual 0 1 need more things for kids to do,

114

recreational, stores

(3) (12)

++ Text units 125-126:

141 147 WhyQual 0 1 need places for everyone to enjoy. No places to shop

125

(3) (12)

142 149 WhyQual 0 1 need to find some recreation for teenagers Not enough stores

126

(3) (12)

++ Text units 139-139:

155 161 WhyQual 0 1 There needs to be more stores like Meijer and Wal-mart. You can't find basic day to day needs

139

(12)

++ Text units 152-152:

169 169 WhyQual 0 1 There are not enough larger grocery and practical stores like Wal-mart

152

(12)

++ Text units 157-157:

175 182 WhyQual 0 1 More things should be done such as getting more stores in town and do more the local people than the tourists

157

(12)

++ Text units 176-177:

194 201 WhyQual 0 1 Need to have more than two grocery stores and need more shops other than gift shops and tourist shops.

176

(12)

195 202 WhyQual 0 1 to have more variety of stores and
restaurants
(12) 177

++ Text units 184-184:

202 210 WhyQual 0 1 Leave Manistee as it is with no
condos!!! Have destroyed the beauty of the lake and town. Brings in
extra sewage, water and more problems. How much more can the city take??
Need more retail stores somewhere in town more grocery stores!!!! Need
more for teenagers to do. Senior center, need one desperately, turn an
empty building into a senior center 184

(1 1) (3) (8) (12)

++ Text units 194-195:

212 219 WhyQual 0 1 they need more stores, especially grocery 194
(12)

213 220 WhyQual 0 1 safety: education: community: nicer
downtown: retail choices 195

(9) (11) (12)

++ Text units 201-201:

219 226 WhyQual 0 1 growt in numbers requires stores, etc.
for people to use: cater to citizens rather than just tourists: city
council needs to replanish the town's industry: need jobs that have
benefits: street repair 201

(1) (4) (5) (8) (12)

++ Text units 249-249:

269 276 WhyQual 0 1 bringing in more business, esp. more
grocery stores and shopping. many stores are announced to be coming into
town but never are built--why?? 249

(12)

++ Text units 253-253:

273 282 WhyQual 0 1 needs more industry, needs an Arby's,
need a roller skating rink 253

(3) (5) (12)

++ Text units 261-261:

281 288 WhyQual 0 1 more industry; more job opportunities:
more activities for teens: more store competition and variety 261

(3) (5) (12)

++ Text units 271-271:

291 301 WhyQual 0 1 more stores in town, more shopping 271

(12)

++ Text units 328-328:

349 362 WhyQual 0 1 not enough stores and business in general 328

(12)

++ Text units 333-334:

354 365 WhyQual 0 1 lack of shopping and indoor recreational
facilities 333

(3) (12)

355 369 WhyQual 0 1 Need more jobs in the community. The
citizens that live in Manistee need to be thought of more instead of
tourism. Need more shopping areas. Need to keep young people in
Manistee. 334

(5) (8) (12)

++ Text units 356-356:

377 390 WhyQual 0 1 better jobs means better money, school,
more homes, more taxes, etc too much enfases on tourism, too many
souvenior stores and not enough industry Tourism should be an addition
amount of money not so the community has to depend on it 356

(5) (9) (12) (13)

++ Text units 366-366:

387 401 WhyQual 0 1 too rapid of change, downtown merchants
necessary to downtown area to draw people in, there is not adequate
shopping in the town, need a movie theater!!! 366
(1) (3) (12)

++ Text units 368-368:

389 404 WhyQual 0 1 a meijer or Ponderosa, there is not
enough business competition 368
(12)

++ Text units 377-377:

400 416 WhyQual 0 1 traffic, shopping 377
(4) (12)

Category 8: Water Quality

++ Text units 10-10:

12 13 WhyQual 0 1 getting the rusty water taken care of,
worrying too much about making the city pretty for tourists instead of
things that are good for the residents 10
(6) (8)

++ Text units 53-53:

61 65 WhyQual 0 1 the area he's in the roads, sewers, and
water is awful, no money is spent on his side of town 53
(4) (6) (8)

++ Text units 60-60:

68 69 WhyQual 0 1 The wasting of the tax payers money.
Decisions to improve city streets and tear them up after they are paved
because things weren't thought through. I live in the city of Manistee,
but I don't have sewage and water, but I have to pay as much as everyone
else. Waste tax payers money by making poor decisions on how to use that
money effectively. 60
(4) (6)

++ Text units 78-78:

89 95 WhyQual 0 1 growth of the town, doesn't become
another Traverse city. Zoning.....appropriate buildings next to each
other. Maintenance of the downtown...Victorian theme carried through.
Water is safe and good to drink. Parks are environmentally safe and rec.
activities available. 78
(1) (2) (3) (6)

++ Text units 82-82:

93 94 WhyQual 0 1 Depending too much on tourism. Tourists
come for peaceful and clean city- they litter, party, and drive
recklessly and making it more city-like. Can't buy houses any more- too
expensive. Oil money for water clean up. Where is it going? Water
should be safe already- provided by city. 82
(4) (6) (8) (13)

++ Text units 85-85:

96 103 WhyQual 0 1 traffic, water quality 85
(4) (6)

++ Text units 99-99:

111 114 WhyQual 0 1 The most important thing to me is that
they maintain what they have now. Continue to grow, but keep downtown
historical. Oh, the WATER 99
(1) (6) (8)

++ Text units 105-105:

118 121 WhyQual 0 1 more service orientated jobs, move away
from industrial related jobs. Aggressive efforts of a small group of
people to create a false atmosphere (overstated condition concerning
water) is dangerous. Well intentioned, but misinformed. Efforts for
attention to the cause has caused a great deal of harm to the community
(i.e. signs and false info). 105
(5) (6)

++ Text units 107-107:

120 126 WhyQual 0 1 quality of water, no one in family likes
it. Tastes like chlorine. 107
(6)

++ Text units 115-115:

131 136 WhyQual 0 1 Not enough jobs that pay good wages to
live in the town. Rusty water needs to be taken care of. Not enough for
the kids to do, leads to destructive behavior 115
(3) (5) (6)

++ Text units 131-131:
 147 151 WhyQual 0 1 water quality 131
 (6)

++ Text units 141-141:
 157 160 WhyQual 0 1 water, the weather, the pollution from
 Chicago, the economic system, environmental issues, need more
 recycling-make into revenue 141
 (2) (5) (6) (8)

++ Text units 162-162:
 180 188 WhyQual 0 1 threat to water supply b/c of salt, main
 road to town which is affected by the casino us-31 162
 (4) (6)

++ Text units 178-178:
 196 204 WhyQual 0 1 The Water and the air is bad -- there is
 a high cancer rate and lots of pollution 178
 (2) (6)

++ Text units 183-183:
 201 208 WhyQual 0 1 quality of water 183
 (6)

++ Text units 206-206:
 224 229 WhyQual 0 1 water cleaning, air pollution from oil
 wells, traffic lights 206
 (2) (4) (6)

++ Text units 215-215:
 233 240 WhyQual 0 1 water 215
 (6)

++ Text units 219-219:
 238 243 WhyQual 0 1 more industry instead of casinos
 tourism ground water control better quality of water 219
 (2) (5) (6)

++ Text units 228-228:
 248 256 WhyQual 0 1 environmental control, focus on water
 problems, the casino development, tourism 228
 (2) (6) (8)

++ Text units 234-234:
 254 262 WhyQual 0 1 good schools, good healthcare, safe
 community, and clean air and water 234
 (2) (6) (9) (11)

++ Text units 267-267:
 287 297 WhyQual 0 1 not enough jobs: high price of h2o and
 gas 267
 (5) (6) (8)

++ Text units 296-296:
 316 329 WhyQual 0 1 water: watch pollution of lake mich.:
 slow down growth 296
 (1) (2) (6)

++ Text units 305-305:
 326 338 WhyQual 0 1 water- not as pure as it use to be 305
 (6)

++ Text units 311-311:
 332 342 WhyQual 0 1 safety of gas wells water quality
 casino and the effects it has on the city 311
 (2) (6)

++ Text units 342-342:
 363 376 WhyQual 0 1 Oil money is building up in the bank,
 they keep raising property taxes while that money is sitting there. The
 water bills are teriffically high. The money is not being used

effectively. Property Tax rate is highest in the state. They took
the school tax of the state and reappraised the property for the next
four years. Now I am paying just as much tax as before the tax cut. 342
(6) (8)
++ Text units 344-344:
365 380 WhyQual 0 1 water quality, crime enforcement,
education, control for overgrowth 344
(1) (6) (9) (11)
++ Text units 381-381:
404 413 WhyQual 0 1 maintence of utilities, water, etc.
maintain what we have, cultural things, libraries, theatres, parks and
recreation. santiation and health services should be maintained.
schools keeping up w/ those also. 381
(3) (6) (8) (9)

Category 9: Safety Issues

++ Text units 13-13:

15 15 WhyQual 0 1 safety, protection 13
(11)

++ Text units 17-17:

19 19 WhyQual 0 1 safety educational opportunities;
commercial/industrial work opportunities 17
(5) (9) (11)

++ Text units 29-29:

32 33 WhyQual 0 1 promoting industry (vs. just tourism)
Making it a safe place to live in and be in. More curfew laws for teens
to not be on the street at night 29
(5) (11)

++ Text units 59-59:

67 70 WhyQual 0 1 safety; controlled growth 59
(1) (11)

++ Text units 104-104:

117 123 WhyQual 0 1 the people, keeping the town safe,
having activities to promote involvement in the town. 104
(8) (11)

++ Text units 124-124:

140 142 WhyQual 0 1 neighborhoods, safety of our family,
medical facilities, education and job security. 124
(5) (8) (11)

++ Text units 142-142:

158 163 WhyQual 0 1 Safety and slowness of growth 142
(1) (11)

++ Text units 169-169:

187 195 WhyQual 0 1 safe streets thru community policing is
very important 169
(11)

++ Text units 195-196:

213 220 WhyQual 0 1 safety: education: community: nicer
downtown: retail choices 195
(9) (11) (12)

214 221 WhyQual 0 1 Economic development controlled
historic restoration parking police presence in the downtown area 196
(1) (4) (8) (11)

++ Text units 199-199:

217 223 WhyQual 0 1 keep it safe 199
(11)

++ Text units 202-202:

220 227 WhyQual 0 1 community involvement recreational
activities for the youth, teach responsibility and trust cut down on
vandalism neighborally love 202
(3) (8) (11)

++ Text units 214-214:

232 239 WhyQual 0 1 controlled growth maintaining the safe
environment sports complex- pool, ice rink, etc 214
(1) (3) (11)

++ Text units 231-231:

251 260 WhyQual 0 1 activities, safety, school-education 231
(3) (9) (11)

++ Text units 234-234:

254 262 WhyQual 0 1 good schools, good healthcare, safe
community, and clean air and water 234
(2) (6) (9) (11)

++ Text units 252-252:					
272	281	WhyQual	0	1 safety	252
(11)					
++ Text units 265-265:					
285	296	WhyQual	0	1 the people who live here- it has a small	
town atmosphere, safety,					265
(8) (11)					
++ Text units 274-274:					
294	304	WhyQual	0	1 afraid growth will get out of hand and	
city is not as safe as it used to be					274
(1) (11)					
++ Text units 278-278:					
298	310	WhyQual	0	1 get some businesses in for liability	
sake--they are pushing out all of the people who have to work for a					
living (they want this to be a retirement town); new school voted in was					
good!; do something about breaking into vehicles					278
(5) (9) (11)					
++ Text units 344-344:					
365	380	WhyQual	0	1 water quality, crime enforcement,	
education, control for overgrowth					344
(1) (5) (9) (11)					
++ Text units 349-349:					
370	383	WhyQual	0	1 a lot of fear about crime going up due	
to the casino being in town					349
(11)					
++ Text units 364-364:					
385	400	WhyQual	0	1 crime problems,	364
(8) (11)					

Category 10: Politics/City Government

++ Text units 11-11:

13 9 WhyQual 0 1 fire the city manager. Filer township is going to be forced to have a gas pipeline there, because of Manistee. 11
(8) (10)

++ Text units 23-23:

25 26 WhyQual 0 1 city commissioner should vote what their constituents want, rather than vote what the city manager wants. 23
(10)

++ Text units 33-33:

37 37 WhyQual 0 1 people are uninvolved, they need to cooperate with the council to improve the city 33
(10)

++ Text units 42-42:

48 47 WhyQual 0 1 revamping of the city council. The manager should be elected, not hired or appointed. It is no longer a democracy, but run by only one person, which shouldn't be. 42
(10)

++ Text units 119-119:

135 140 WhyQual 0 1 voting process 119
(10)

++ Text units 143-143:

159 167 WhyQual 0 1 good police protection, good leadership, schools and 143
(8) (9) (10)

++ Text units 154-154:

171 178 WhyQual 0 1 city manager needs to be out of office before any changes will occur because in the minds of almost everyone else the city manager does what he wants, not what the citizens want 154
(10)

++ Text units 185-185:

203 211 WhyQual 0 1 responsiveness of the city government 185
(10)

++ Text units 205-205:

223 231 WhyQual 0 1 the city government-city manager 205
(10)

++ Text units 238-238:

258 265 WhyQual 0 1 caring by the people by the and the citylack of interest in the citizens for eletions and civic responsiblilites. lack of neighborhood programs...need a "welcome wagon" for new people..it's hard to get to know people. 238
(3) (10)

++ Text units 248-248:

268 278 WhyQual 0 1 city politics 248
(10)

++ Text units 292-292:

312 322 WhyQual 0 1 bringing in others from other cities or places placing them on the city council and mayors let the people elect the city manager people should elect the things that needs to go on also 292
(10)

++ Text units 295-295:

315 326 WhyQual 0 1 good paying jobs. control of traffic. city needs to communicate better with its citizens, the paper isn't enough(or accurate)-try the internet. 295
(4) (5) (10)

++ Text units 301-301:

322 335 WhyQual 0 1 1.employment for high school and college

grads. 2.advanced educational opportunities 3.reduction of substance
abuse 4.greater exchange between opinions and appreciation for other
points of view 301

(5) (8) (9) (10)

++ Text units 327-327:

348 363 WhyQual 0 1 The police protection and the
politicians and how they handle the town. 327

(8) (10)

++ Text units 353-353:

374 386 WhyQual 0 1 the quality of life is really good, but
people at city hall need to listen to citizens more and council members
need to have a more open mind 353

(10)

++ Text units 382-382:

405 422 WhyQual 0 1 too many condominiums not enough
business get rid of Biffos, he is trying to make the town equal to a
big town get he and the mayor out of the government 382

(1) (10)

Category 11: Housing

++ Text units 21-21:

23 23 WhyQual 0 1 taxes are way too high and there's not enough for the senior citizens and people on limited incomes, like an assisted living center 21
(8) (13)

++ Text units 39-39:

44 45 WhyQual 0 1 street repairs, housing needs upgrading (rent is too high for what you get) 39
(4) (13)

++ Text units 47-47:

54 55 WhyQual 0 1 employment affordable living 47
(5) (13)

++ Text units 54-54:

62 62 WhyQual 0 1 need nice apartment complex for seasonal workers and retired workers, move industrial park from north side of town, need health club 54
(8) (13)

++ Text units 64-64:

72 75 WhyQual 0 1 new housing developments (harbor village, douglas park), assisted living for seniors, we need better private development, we have a lot of elderly people, medical should not be county operated or the library, adult foster care-more of 64
(8) (13)

++ Text units 82-82:

93 94 WhyQual 0 1 Depending too much on tourism. Tourists come for peaceful and clean city- they litter, party, and drive recklessly and making it more city-like. Can't buy houses any more- too expensive. Oil money for water clean up. Where is it going? Water should be safe already- provided by city. 82
(4) (6) (8) (13)

++ Text units 91-91:

102 108 WhyQual 0 1 the casino, tourism, condos 91
(8) (13)

++ Text units 127-127:

143 148 WhyQual 0 1 need more housing development at a reasonable price. 127
(13)

++ Text units 170-170:

188 196 WhyQual 0 1 Condo's are taking away from the people who live here all year round 170
(13)

++ Text units 181-181:

199 206 WhyQual 0 1 housing 181
(13)

++ Text units 308-308:

329 340 WhyQual 0 1 schools, jobs, don't need condos, healthcare is bad, hospital isn't good, 308
(1) (5) (8) (9) (13)

++ Text units 356-356:

377 390 WhyQual 0 1 better jobs means better money, school, more homes, more taxes, etc too much enfases on tourism, too many souvenir stores and not enough industry Tourism should be an addition amount of money not so the community has to depend on it 356
(5) (9) (12) (13)

++ Text units 384-384:

407 423 WhyQual 0 1 building of a lot of condos-not

good-raising property value, so too expensive to move
(1) (13)

384

Category 12: Other

++ Text units 5-5:

6 4 WhyQual 0 1 The whole environmental issue, good water, and air. Keep up with education quality. Good community is physically and mentally healthy.

5

(2) (8) (9)

++ Text units 7-7:

9 11 WhyQual 0 1 Need more growth, it hasn't grown, but the casino has brought a lot and changed the way of living. We need a lot to keep the younger people here. Not just the casino, but business, etc. Lower taxes for the retired people and single women (widows).

7

(1) (5) (8)

++ Text units 10-12:

12 13 WhyQual 0 1 getting the rusty water taken care of, worrying too much about making the city pretty for tourists instead of things that are good for the residents

10

(6) (8)

13 9 WhyQual 0 1 fire the city manager. Filer township is going to be forced to have a gas pipeline there, because of Manistee.

11

(8) (10)

14 16 WhyQual 0 1 the casino, job opportunities

12

(5) (8)

++ Text units 20-21:

22 22 WhyQual 0 1 Greater commercial development downtown, and definitely more restaurants. More code enforcement on the old buildings. Road improvement, first street from the highway west to the lake, Washington from the bridge to the industrial park and old us-31 through town.

20

(4) (5) (8) (12)

23 23 WhyQual 0 1 taxes are way too high and there's not enough for the senior citizens and people on limited incomes, like an assisted living center

21

(8) (13)

++ Text units 25-25:

28 28 WhyQual 0 1 wonderful place to live. Business is good.

25

(8)

++ Text units 38-38:

43 42 WhyQual 0 1 #1, I think that they should preserve the beaches, don't sell them off. Keep them for the younger generations. #2, Don't let Manistee get too large that it doesn't lose the small town atmosphere. Keep it for the people that were born and raised there, not just for the rich

38

(1) (2) (8)

++ Text units 40-40:

46 49 WhyQual 0 1 preservation of historic nature of city, continuation of festival and recreation generation

40

(3) (8)

++ Text units 49-49:

56 54 WhyQual 0 1 no answer

49

(8)

++ Text units 53-54:

61 65 WhyQual 0 1 the area he's in the roads, sewers, and water is awful, no money is spent on his side of town

53

(4) (6) (8)

62 62 WhyQual 0 1 need nice apartment complex for seasonal

workers and retired workers, move industrial park from north side of town, need health club (8) (13) 54

++ Text units 56-57:

64 67 WhyQual 0 1 things going on beaches, parks, theatre (3) (8) 56

65 68 WhyQual 0 1 Casino. getting more jobs in area. maintaining businesses. Schools-more police there. more people should teach their children pride in Manistee and work for it instead of leaving (5) (8) (9) 57

++ Text units 63-64:

71 72 WhyQual 0 1 more access to fishing--it's a big industry that the city doesn't pay attn. to; also, have a program to bring people (tourists) into the city; worry about some stuff other than the casino (3) (8) 63

72 75 WhyQual 0 1 new housing developments (harbor village, douglas park), assisted living for seniors, we need better private development, we have a lot of elderly people, medical should not be county operated or the library, adult foster care-more of (8) (13) 64

++ Text units 68-68:

76 81 WhyQual 0 1 Parenting and families. More help should be given to families to enable them to better parent their kids. (8) 68

++ Text units 72-73:

81 85 WhyQual 0 1 Preserving the Victorian theme (8) 72

83 86 WhyQual 0 1 Drugs, casino, and bars. (8) 73

++ Text units 79-82:

90 93 WhyQual 0 1 Tourism!!!!!! Too much (8) 79

91 97 WhyQual 0 1 casino (8) 80

92 96 WhyQual 0 1 Quality of the schools and services provided to citizens (8) (9) 81

93 94 WhyQual 0 1 Depending too much on tourism. Tourists come for peaceful and clean city- they litter, party, and drive recklessly and making it more city-like. Can't buy houses any more- too expensive. Oil money for water clean up. Where is it going? Water should be safe already- provided by city. (4) (6) (8) (13) 82

++ Text units 84-84:

95 98 WhyQual 0 1 strong ed. System, restore family values, no activities, sports, etc. during dinner, more jobs, expand industrial parts, maintain tourist attraction (5) (8) (9) 84

++ Text units 86-87:

97 101 WhyQual 0 1 schools, zoning (8) (9) 86

98 100 WhyQual 0 1 The adding of storm sewers to the area. (8) 87

++ Text units 89-91:

100 106 WhyQual 0 1 They have too much police patrol for little things. 89

(8)
101 105 WhyQual 0 1 casino- too many outsiders come into
Manistee for this 90
(8)
102 108 WhyQual 0 1 the casino, tourism, condos 91
(8) (13)
++ Text units 94-96:
105 104 WhyQual 0 1 The family, the quality of the families
and the way they are bringing up their children, their attendance in
church and discipline. As long as Manistee provides these opportunities,
it is doing its job. It's more the family responsibility. 94
(8)
106 111 WhyQual 0 1 Recreational opportunities- non
alcoholic for adults and anything for others. Police admin and Hospital
admin need to be refreshed. Domestic situation- police not helpful.
Hospital- physicians iffy. Doctor could not even look at finger shut in
door. Told woman needs to see psychiatrist without listening. Need to
let more businesses in the community. We have potential. Town is too
small, but could have a lot going for it. 95
(3) (5) (8)
107 113 WhyQual 0 1 Stricter law enforcement, disagree with
the way buildings are being built and they should conserve the natural
parks and resources more 96
(2) (8)
++ Text units 98-99:
109 107 WhyQual 0 1 quality from plants on the east side of
town by Manistee lake, try but need more improvements, a few more jobs w/
decent wages 98
(5) (8)
111 114 WhyQual 0 1 The most important thing to me is that
they maintain what they have now. Continue to grow, but keep downtown
historical. Oh, the WATER 99
(1) (6) (8)
++ Text units 104-104:
117 123 WhyQual 0 1 the people, keeping the town safe,
having activities to promote involvement in the town. 104
(8) (11)
++ Text units 108-110:
121 127 WhyQual 0 1 higher wage jobs needed, too much tourism 108
(5) (8)
123 128 WhyQual 0 1 it's doing okay 109
(8)
125 131 WhyQual 0 1 balance between tourism and year round
people 110
(8)
++ Text units 124-124:
140 142 WhyQual 0 1 neighborhoods, safety of our family,
medical facilities, education and job security. 124
(5) (8) (11)
++ Text units 128-128:
144 141 WhyQual 0 1 They are not reading water meters,
because my billing is sporadic and not right more than half of the time.
They have me using more water than I did when I had family in the house.
The requirements for historical downtown are not being enforced equally
for large businesses as much as small businesses 128
(8)
++ Text units 132-132:

148 153 WhyQual 0 1 need for bringing in tourism as a viable
economic force in the community as opposed to manufacturing. 132
(8)

++ Text units 134-134:

150 155 WhyQual 0 1 I think one is more industry...now we
rely too much on tourism. For young people we need more job opportunity
and make sure they keep enough police on the roads. More shopping! 134
(5) (8)

++ Text units 137-138:

153 158 WhyQual 0 1 casino; churches; amount of good
businesses for good areas to work in 137
(5) (8)

154 162 WhyQual 0 1 putting back into the public school
system and strongly look at our future for expansion of tourism 138
(8) (9)

++ Text units 141-141:

157 160 WhyQual 0 1 water, the weather, the pollution from
Chicago, the economic system, environmental issues, need more
recycling-make into revenue 141
(2) (5) (6) (8)

++ Text units 143-143:

159 167 WhyQual 0 1 good police protection, good leadership,
schools and 143
(8) (9) (10)

++ Text units 147-149:

163 172 WhyQual 0 1 nothing 147
(8)

165 173 WhyQual 0 1 Lack of industry and quality of life has
improved in the police force and the schools are being supported so are
the libraries this is a good thing for the quality of life 148
(5) (8) (9)

166 176 WhyQual 0 1 the casino, tourism 149
(8)

++ Text units 153-153:

170 170 WhyQual 0 1 growth tourist's dollar improvements
in general, streets, appearance of city, etc. get rid of eyesores 153
(1) (4) (8)

++ Text units 163-163:

181 184 WhyQual 0 1 no 163
(8)

++ Text units 167-167:

185 193 WhyQual 0 1 underpay, taxes 167
(5) (8)

++ Text units 171-171:

189 197 WhyQual 0 1 good education facilities promoting
people to move (families) to the area to turn into a good community,
rather than retirees and tourist 171
(8) (9)

++ Text units 179-179:

197 203 WhyQual 0 1 thinks that things are going well 179
(8)

++ Text units 184-184:

202 210 WhyQual 0 1 Leave Manistee as it is with no
condos!!! Have destroyed the beauty of the lake and town. Brings in
extra sewage, water and more problems. How much more can the city take??
Need more retail stores somewhere in town more grocery stores!!!! Need
more for teenagers to do. Senior center, need one desperately, turn an

empty building into a senior center 184
 (1 1) (3) (8) (12)

++ Text units 188-188:
 206 212 WhyQual 0 1 family 188
 (8)

++ Text units 190-191:
 208 209 WhyQual 0 1 The city being proactive vs. reactive I
 have a fear that the condos near where I live are going to grow too much
 and I hear rumors that the park is going to be sold to the condo. this
 is bad. They have also limited expansion of the beach area. Why did
 they dredge the yacht channel through fifth avenue to block the beach 190
 (1 1) (8)

209 216 WhyQual 0 1 get more businesses there, less tourism 191
 (5) (8)

++ Text units 196-196:
 214 221 WhyQual 0 1 Economic development controlled
 historic restoration parking police presence in the downtown area 196
 (1) (4) (8) (11)

++ Text units 198-198:
 216 224 WhyQual 0 1 the replacement of industry with tourism
 listen to all the residents instead of just a select few look at the
 local fishing people and issues 198
 (5) (8)

++ Text units 201-203:
 219 226 WhyQual 0 1 growt in numbers requires stores, etc.
 for people to use: cater to citizens rather than just tourists: city
 council needs to replenish the town's industry: need jobs that have
 benefits: street repair 201
 (1) (4) (5) (8) (12)

220 227 WhyQual 0 1 community involvement recreational
 activities for the youth, teach responsibility and trust cut down on
 vandalism neighborally love 202
 (3) (8) (11)

221 228 WhyQual 0 1 1.ensuring adequete education so that
 people who are educated and have cultural interesstes move in and continue
 it 2.maintain and increase library 3.stop digging up all of the
 east-west or north-south roads at the same time 4. new newspaper 203
 (4) (8)

++ Text units 210-210:
 228 234 WhyQual 0 1 not enough jobs: tourism pushing needs
 to stop 210
 (5) (8)

++ Text units 213-213:
 231 238 WhyQual 0 1 not much to do for families, the city is
 too focused on tourism 213
 (3) (8)

++ Text units 216-216:
 235 241 WhyQual 0 1 1.increased growth and not being able to
 fill jobs w/ quality people bc of that growth 2.too much dependence on
 tourism--focus should be on industry instead 3.long term effects of
 casino should be considered 4.control the growth in the city 5.enforce
 the building codes better or they're worthless 216
 (1) (5) (8)

++ Text units 218-218:
 237 245 WhyQual 0 1 community taken for granted 218
 (8)

++ Text units 222-225:

241	250	WhyQual	0	1 ability to rise to the challenge of promoting tourism, get off of the industrial positions	222
(8)					
242	251	WhyQual	0	1 geographic location, tourism, motivation of citizens to keep historical preservation alive	223
(2)	(8)				
243	246	WhyQual	0	1 drinking and depression	224
(8)					
244	253	WhyQual	0	1 The casino and the rapid growth in the city, some of small quaintness is being lost. If the allow Indians to fish in lake Michigan, Manistee will suffer from that	225
(1)	(8)				
++ Text units 228-228:					
248	256	WhyQual	0	1 environmental control, focus on water problems, the casino development, tourism	228
(2)	(6)		(8)		
++ Text units 230-230:					
250	258	WhyQual	0	1 too much insolecne in the outside world	230
(8)					
++ Text units 235-235:					
255	264	WhyQual	0	1 The casino, also the development on 5th ave. beach area, and the Hydrogen sulfide pipeline	235
(1)	(2)		(8)		
++ Text units 237-237:					
257	269	WhyQual	0	1 preservation of the history in the city, fill existing buildings before building new ones, schools, MDOT needs to control the traffic on 31 and by the hospital	237
(4)	(8)		(9)		
++ Text units 240-240:					
260	268	WhyQual	0	1 A lot more needs to be focused towards young people....in terms of jobs available. There is nothing provided warm enough for people with disabilities (water). People with disabilities need to be addressed more thouroughly	240
(5)	(8)				
++ Text units 242-242:					
262	270	WhyQual	0	1 problem with parking, problems with teenagers,	242
(4)	(8)				
++ Text units 246-246:					
266	275	WhyQual	0	1 pay scale; over-inflated real estate prices	246
(5)	(8)				
++ Text units 255-255:					
275	285	WhyQual	0	1 don't care	255
(8)					
++ Text units 257-260:					
277	286	WhyQual	0	1 education of kids	257
(8)					
278	289	WhyQual	0	1 the right amount of mix between retired and working people in general, and a minimum amount of transient people in the workforce	258
(8)					
279	291	WhyQual	0	1 schooling and bringing kids up to know right and wrong, availability of good paying and quality jobs, cleaning up unsightly building debris, etc in the city, services provided by police and fire dept.	259
(5)	(8)				

Text	Start	End	WhyQual	Count	Topic	Page
280	290	WhyQual	0	1	prison and casino	260
(8)						
++ Text units 265-265:						
285	296	WhyQual	0	1	the people who live here- it has a small	265
town atmosphere, safety,						
(8) (11)						
++ Text units 267-267:						
287	297	WhyQual	0	1	not enough jobs: high price of h2o and	267
gas						
(5) (6) (8)						
++ Text units 269-269:						
289	298	WhyQual	0	1	economic development; not allowing crime	269
to become uncontrollable due to the advancement/enlargement of the casino						
(1) (8)						
++ Text units 279-279:						
299	313	WhyQual	0	1	way growth is handled: police and fire	279
dpt.s must remain effective						
(1) (8)						
++ Text units 281-281:						
301	312	WhyQual	0	1	casino	281
(8)						
++ Text units 285-286:						
305	317	WhyQual	0	1	the casino	285
(8)						
306	320	WhyQual	0	1	none	286
(8)						
++ Text units 288-288:						
308	321	WhyQual	0	1	police and fire services constant	288
tearing the roads up						
(4) (8)						
++ Text units 297-297:						
317	327	WhyQual	0	1	Preserving our character and our small	297
town friendly atmosphere and keeping the environment of faith intact.						
(2) (8)						
++ Text units 301-301:						
322	335	WhyQual	0	1	1.employment for high school and college	301
grads. 2.advanced educational opportunities 3.reduction of substance						
abuse 4.greater exchange between opinions and appreciation for other						
points of view						
(5) (8) (9) (10)						
++ Text units 304-304:						
325	337	WhyQual	0	1	industry, industrial parks, they are	304
putting them up, and leaving bad ones right next to them. Plus, the						
casino just went up, that will probably end up being a flop.						
(1) (5) (8)						
++ Text units 306-309:						
327	336	WhyQual	0	1	decide whether to be a tourism or a	306
factory town.						
(8)						
328	341	WhyQual	0	1	the prison has improved things. casino	307
is bringing money into town. need tourism						
(8)						
329	340	WhyQual	0	1	schools, jobs, don't need	308
condos,healthcare is bad, hospital isn't good,						
(1) (5) (8) (9) (13)						
330	343	WhyQual	0	1	more emphasis on children and their	
pursuits, instead of spending more money on police, spend it on the						

children before hand. 309
 (8)
 ++ Text units 313-313:
 334 346 WhyQual 0 1 casino having a bad effect. 313
 (8)
 ++ Text units 316-316:
 337 349 WhyQual 0 1 teenagers 316
 (8)
 ++ Text units 322-327:
 343 355 WhyQual 0 1 Their sewer charges should not be equal
 to the water...it should be half. Because of the increased growth, there
 are too many raised taxes. Also increased traffic is a problem. 322
 (1) (4) (8)
 344 358 WhyQual 0 1 gambling fishing deer hunting
 beaches 323
 (2) (8)
 345 360 WhyQual 0 1 Catering to tourism. 324
 (8)
 346 361 WhyQual 0 1 Police dept., schools 325
 (8) (9)
 347 359 WhyQual 0 1 the casino and the prison and the pipes
 that are potentially going to be run under the city--gas is detriment to
 environment. 326
 (2) (8)
 348 363 WhyQual 0 1 The police protection and the
 politicians and how they handle the town. 327
 (8) (10)
 ++ Text units 332-332:
 353 367 WhyQual 0 1 big sewer system 332
 (8)
 ++ Text units 334-335:
 355 369 WhyQual 0 1 Need more jobs in the community. The
 citizens that live in Manistee need to be thought of more instead of
 tourism. Need more shopping areas. Need to keep young people in
 Manistee. 334
 (5) (8) (12)
 356 370 WhyQual 0 1 health care, the decent jobs have
 healthcare built in, but there are too many jobs that one cannot support
 their families on...too many low collar jobs...they need health care
 available. 335
 (5) (8)
 ++ Text units 339-339:
 360 373 WhyQual 0 1 Education based on the lack of
 technology in schools. Need to be more worldly, very closed minded here.
 More cultural events. More maintained growth with an eye for proper use
 of the natural resources in this area. 339
 (1) (2) (3) (8) (9)
 ++ Text units 342-343:
 363 376 WhyQual 0 1 Oil money is building up in the bank,
 they keep raising property taxes while that money is sitting there. The
 water bills are terrifically high. The money is not being used
 effectively. Property Tax rate is highest in the state. They took
 the school tax of the state and reappraised the property for the next
 four years. Now I am paying just as much tax as before the tax cut. 342
 (6) (8)
 364 378 WhyQual 0 1 The casino. The riverwalk. The plans
 for River Street in general starting next Spring. 343

(8)
 ++ Text units 345-345:
 366 379 WhyQual 0 1 Gas wells on the country club ground and the possible pipe line that uses the gas, the one on cherry well has been capped. It should not and is not suppose to be in a resident area all the way to Filer. The safety and health of people of Manistee should be more important than money in the hands of other people. It can affect the whole city, effecting the health, property values, etc. the casino spoiling the beauty of Manistee 345
 (2) (8)
 ++ Text units 347-348:
 368 382 WhyQual 0 1 The fact that I feel it is a very safe place to raise your family. That is of utmost importance. coming from Chicago originally, this is a wonderful place. 347
 (8)
 369 385 WhyQual 0 1 maintiaing the quality of life that they have and keeping it with the growth that they have. more tax abatements good on tourism, but keep economic growth 348
 (1) (8)
 ++ Text units 350-350:
 371 387 WhyQual 0 1 whether or not they can properly direct growth need to replace trees that disappear in neighborhoods, stop cramming more one building on a single lot, looks tacky and overgrown, will be a problem in the future, what about parking, etc. 350
 (1) (4) (8)
 ++ Text units 354-354:
 375 391 WhyQual 0 1 the size of the town, and the people 354
 (8)
 ++ Text units 357-357:
 378 393 WhyQual 0 1 public services, schools, cleanliness, general atmosphere . 357
 (8) (9)
 ++ Text units 364-365:
 385 400 WhyQual 0 1 crime problems, 364
 (8) (11)
 386 403 WhyQual 0 1 school system (it's doing good) emergency response (keep up the good work) 365
 (8) (9)
 ++ Text units 367-367:
 388 405 WhyQual 0 1 probably people that are left out of the mainstream--those not taken care of 367
 (8)
 ++ Text units 372-375:
 394 409 WhyQual 0 1 the economy-minimum wage jobs, not enough medical services for those who don't have insurance 372
 (5) (8)
 395 412 WhyQual 0 1 the opportunity for the younger generation, parking on River St. needs to be taken care of especially during the winter during No Parking, only parking two streets away; they have stopped keeping the sidewalks clean during the winter with snow 373
 (4) (8)
 396 415 WhyQual 0 1 the people 374
 (8)
 397 414 WhyQual 0 1 small town, easy to get to know each other, shouldn't grow too much 375
 (1) (8)
 ++ Text units 380-381:

403 424 WhyQual 0 1 the casino and lack of jobs 380
 (5) (8)

404 413 WhyQual 0 1 maintence of utilities, water, etc.
 maintain what we have, cultural things, libraries, theatres, parks and
 recreation. santiation and health services should be maintained.
 schools keeping up w/ those also. 381
 (3) (6) (8) (9)

++ Text units 383-383:

406 417 WhyQual 0 1 Development on the north side dominates
 because the city mayor lives there. Put more of the development on the
 South side. All of the kids have to be doing things together. Can't
 leave any of them out. You go out on your own too soon. 383
 (1) (8)

Category 13: Don't Know

++ Text units 9-9:					
11	5	WhyQual	0	1 Don't even know where to begin.	
Whatever they do determines the quality of life.					9
(7)					
++ Text units 111-111:					
126	130	WhyQual	0	1 don't know	111
(7)					
++ Text units 241-241:					
261	272	WhyQual	0	1 Don't know	241
(7)					
++ Text units 256-256:					
276	284	WhyQual	0	1 don't know	256
(7)					
++ Text units 264-264:					
284	295	WhyQual	0	1 no opinion	264
(7)					
++ Text units 272-272:					
292	303	WhyQual	0	1 don't know	272
(7)					
++ Text units 275-275:					
295	309	WhyQual	0	1 don't know	275
(7)					
++ Text units 289-289:					
309	319	WhyQual	0	1 no opinion	289
(7)					
++ Text units 291-291:					
311	324	WhyQual	0	1 doesn't know	291
(7)					
++ Text units 319-319:					
340	353	WhyQual	0	1 i dont know	319
(7)					
++ Text units 340-340:					
361	375	WhyQual	0	1 Don't know	340
(7)					

